

## How Enterprise Technology Management Can Make IT Audits Faster, Simpler, Less Costly and More Accurate

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## Introduction

More and more work in organizations has moved to digital platforms—a process accelerated by the pervasive shift to a remote workforce. As a result of this shift, IT audits have become an essential component of the overall enterprise audit motion. Furthermore, the C-Suite often views IT audits as a key opportunity to make their enterprise more efficient and secure.

By default, effective IT audits entail a bottoms-up and system-wide accounting of all assets under management. Different ITAM systems, including CMDB, SAM, MDM, SaaS and cloud infrastructure management, all oversee key components of what is reviewed during an audit.

A significant percentage of IT audits focus on core questions about how IT assets are managed, specifically:

### QUESTION 1:

Who has access to them?

### QUESTION 2:

Where are they physically and virtually located?

### QUESTION 3:

How are the assets secured?

## The IT Audit Challenge Solved by Enterprise Technology Management

Oomnitza, the industry leader in Enterprise Technology Management (ETM), delivers foundational capabilities required for almost any audit response, policy enforcement or broader IT audit planning and assessments. Systemic challenges to ETM to respond to IT audits include:

### MANUAL AUDIT PROCESSES

cannot scale to match exponential growth of devices

### IT AUDIT

processes require longer to complete due to growth in the number of assets

### SILOED ASSET MANAGEMENT

systems require manual management of audit processes

### MANUAL REQUIREMENTS

increase errors and uncertainty

### AUDIT REQUIREMENTS

are continuously growing tighter

### INCOMPLETE OR INACCURATE

IT audits can result in large monetary penalties

Not surprisingly, IT teams hate audits and view them as drudgery. At the same time, the inability of IT teams to answer basic asset questions quickly—who owns an asset, where it is located, is the asset patched and secured—trickles down into general challenges of reliably and cost-effectively responding to IT audits.

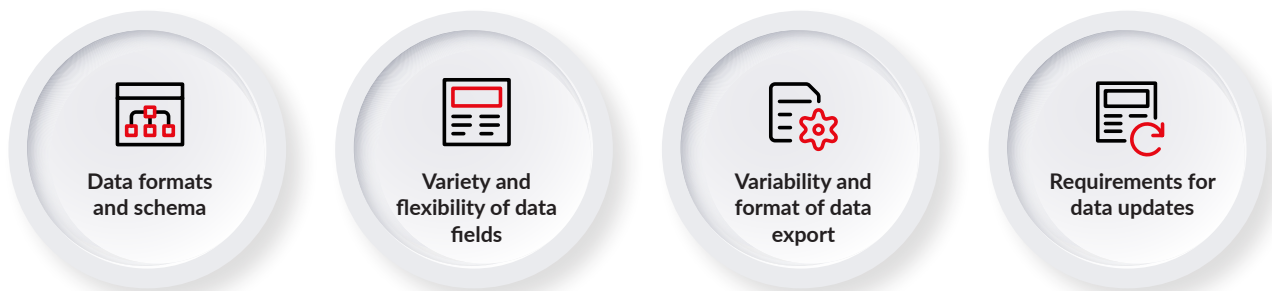
Fortunately, an accurate, comprehensive cross-silo ETM capability allows for more cost-effective and efficient IT audits. Unlike point solutions and siloed ITAMs, ETM enables automation of key discovery and reconciliation portions of audits. An ETM system also normalizes data formats across all ITAM types, creating a single database of record that is programmatically addressable and allows export of data via APIs into other systems. More specifically, ETM empowers IT teams to turn the most time-consuming and rote parts of audits into code and scripts that generate measurable results and quicker business value.

## Use Cases for Enterprise Technology Management in Audits

ETM has several use cases within the framework of IT audits. Here are two primary use cases that illustrate the benefit of ETM to the audit process.

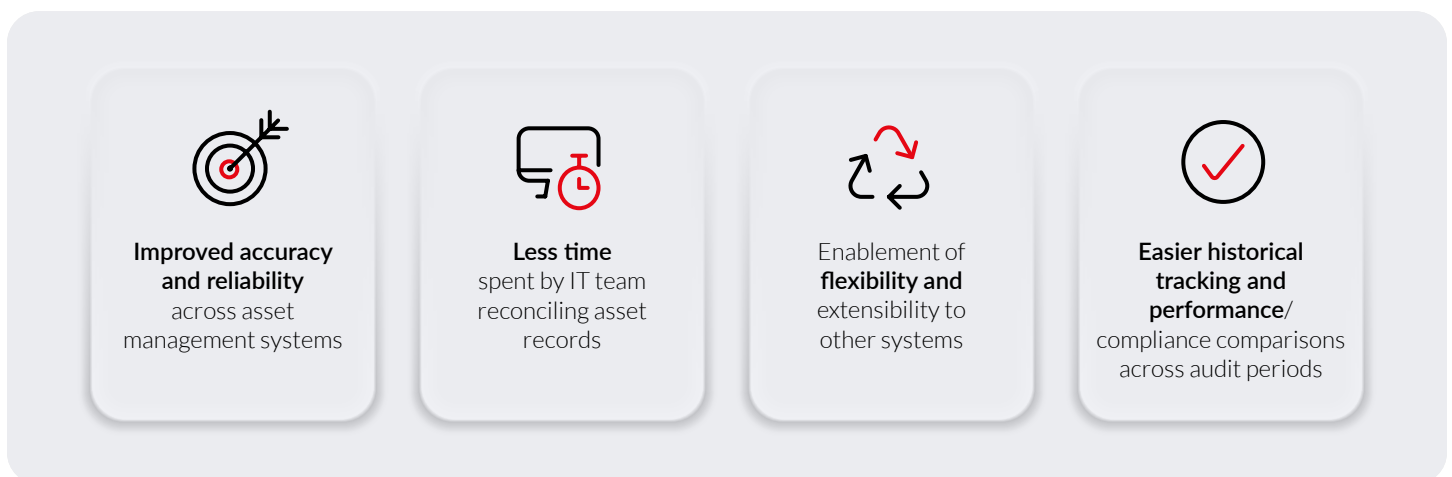
### Use Case 1: Reconcile All Assets to a Single Source of Information

As previously noted, many organizations have multiple asset management tools. Each was adopted to solve a specific problem (e.g. hardware vs. software but rarely do these systems talk to each other, and they have different ways of capturing, structuring, updating and sharing data. Some have automated discovery and others are manual. Specifically, many systems have differences in:



Deduping across asset management systems can be challenging. Keeping all of these asset management systems updated in HR, finance or directory systems presents additional challenges. This convoluted state forces many IT teams to resort to spreadsheets and manual reconciliation processes across asset management tools. This is time consuming, costly and injects errors into the audit process.

In contrast, ETM that includes automated data capture for all asset management systems avoids all of these problems by mapping all fields and schema into a unified master database, and reconciling across assets to dedupe all entries intelligently. As well, ETMs that create a single source of truth facilitate historical comparisons and simplify efforts to communicate audit performance via dashboards repeatable reports. To summarize, the specific benefits of ETM for asset reconciliation can include:



## Use Case 2: Accelerated/Automated Audits

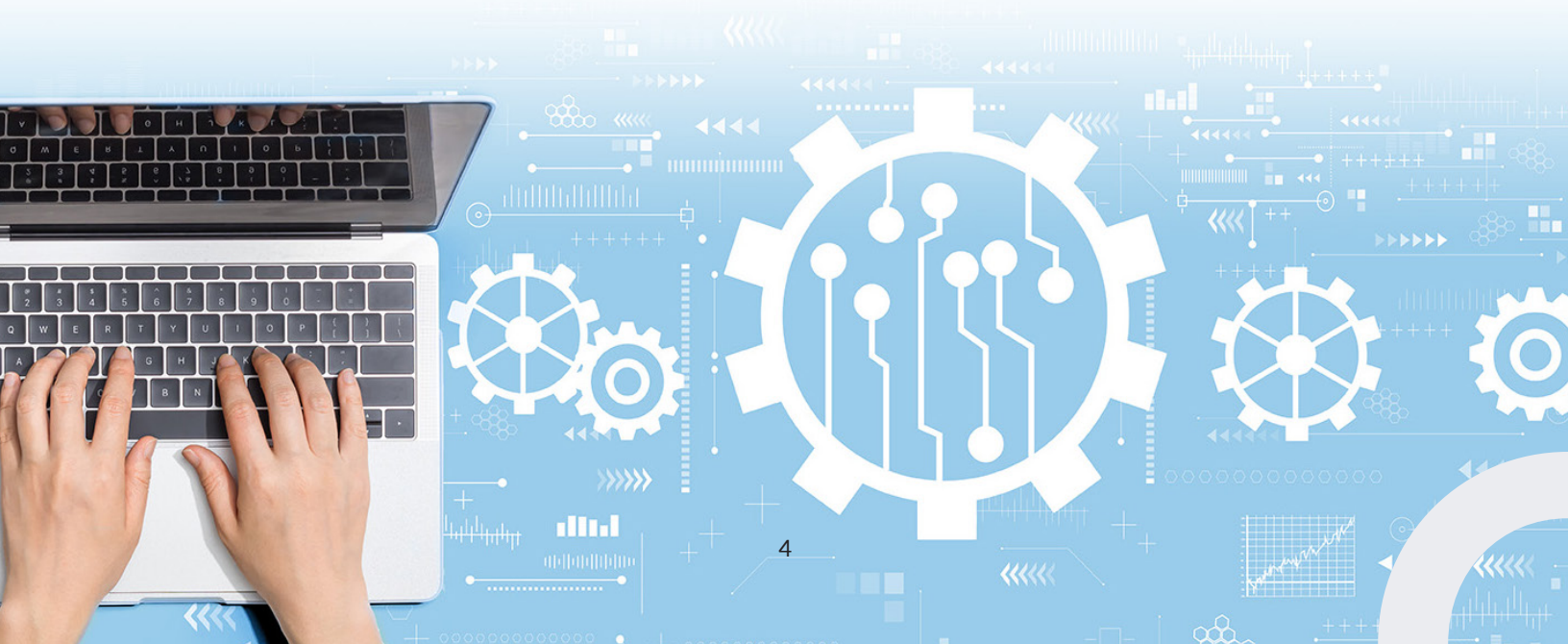
Lack of automation of audit processes results in a variety of challenges. Any process that requires repetition but also entails significant human-powered integration of data and manipulation of asset information to create cohesive reports is an invitation to variable behaviors and errors. Schema changes to data can be injected ad hoc under deadline pressure, undermining historical comparisons and continuous reporting. In addition, manual audit processes introduce the risk of “tribal knowledge” stored in wetware rather than code, with new employees often struggling to get up to speed quickly on audit requirements and jobs to be done. Anomalies identified during audits can result in lengthy chains of emails and notifications to induce compliance by employees or teams.

To summarize, siloed, disconnected asset management capabilities often result in:

- Significant volumes of human errors
- Inconsistent data formats and schemas over time
- Key audit process instructions that are essentially undocumented tribal knowledge

One of the greatest benefits of ETM is automation of large portions of the audit process. This can accelerate the process significantly, as well as reduce time required, since automated audit processes enjoy lower error rates. Equally important, automated audits allow you to map and set your audit processes to match requirements of one or multiple certification standards. Automating audit processes with ETM allows you to codify best practices as code and scripted workflows, reducing reliance on “tribal knowledge.” Lastly, if the ETM system has an easy way to connect to other crucial systems like HR, ticketing and email then audit processes that identify anomalies can automatically trigger workflows to accelerate audit compliance efforts. The specific benefits of accelerated/automated audits enabled by ETM include:

- Configurable audit reporting and processes that map to certifications
- Codifying audit best practices in code
- Integration with other systems to create workflows to notify management of potential audit issues requiring manual intervention





## How to Leverage Enterprise Technology Management for Audits

Simplifying and automating core processes with ETM requires some changes in planning and operations, but builds on your existing processes and requirements. To begin, you need to determine the key requirements of your audit. This means you must undertake each of the following steps:

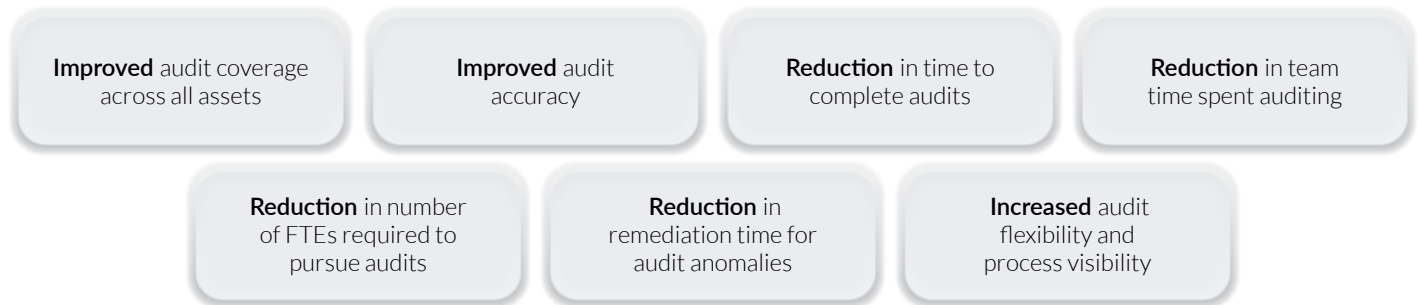


Once you have run through this planning process and you have a good definition of the audit process and requirements, take time to see if you can remediate gaps or blind spots in asset management information capture in code or with workflows to close these gaps prior to beginning the audit. To test your process, run a small sample audit on a fraction of your IT estate. Validate your results to ensure they are as expected. If there are problems, then identify fixes or additional remediation steps.

Ideally, your ETM will be flexible enough to allow your team to modify the audit processes without requiring significant code or integration changes. This requires an open architecture and crucially, the use of a well-known programming language such as JavaScript or Python for building new workflows or connectors to other systems. Once you are satisfied with the results of the sample process, results and outputs, codify this process and lock it down for the real audit.

## Building a Business Case for Enterprise Technology Management in Audits

Generating a business case for ETM is relatively straightforward and fast. As with any other cost/benefit exercise you need to evaluate costs and benefits for each of the activities and processes that ETO would improve or impact positively. A partial list might include:



Secondary benefits of better audits driven by ETM can actually be as significant, if not more significant, than primary benefits. Secondary benefits might include the following:



Tabulate your cost/benefits and build a business case for ETM. Make sure to include a clear before/after picture so approvers understand the pain that audits cause your team and the costs to the organization of highly manual audits. Also include soft but powerful benefits like greatly enhanced CISO/C-Suite/BOD confidence in organizational security and compliance. IT audits are really about building more trust and transparency in your organization.

ETM significantly builds both by creating more accurate and understandable audit processes, while codifying best practices and automating a significant portion of audits with code.

### About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience.

Learn more at [Oomnitza.com](https://oomnitza.com).