



The City of Pleasanton's IT Asset Management Journey



I can't think of a better solution or platform that brings me such joy than Oomnitza. Every issue that was causing me stress and heartburn around our technology management and manual workflows has been resolved with Oomnitza.

Allen Hammond, Director, IT, City of Pleasanton

About The City of Pleasanton

Pleasanton is a city in Alameda County, California, United States. Located in the Amador Valley, it is a suburb in the East Bay region of the San Francisco Bay Area.

Business Profile

- **Industry**
Local Government
- **Locations**
Pleasanton, CA
- **Number of Employees**
450 full-time
300 seasonal

About *(continued)*

The population was 79,871 at the 2020 census. In 2005 and 2007, Pleasanton was ranked the wealthiest middle-sized city in the United States by the Census Bureau.

ITAM Enables Audit-Ready, Secure IT Experience

Challenge

In an effort to improve their customer experience, the City of Pleasanton implemented Zendesk's service desk. However, stalled by manual processes and siloed tools, they continued to face a significant visibility gap in their asset's lifecycle from purchase to depreciation.

Additionally, rigorous IT audits required stringent compliance with security standards, making the manual data compilation for audits a daunting and time-intensive task. This challenge was compounded by the city's responsibility for critical water infrastructure, necessitating strict adherence to cybersecurity laws and regulations. Recognizing that security depends on precise asset visibility, the IT Director and team shifted from manual processes to a streamlined, more secure, and modern asset management model.

After rolling out Oomnitza's IT Asset Management solution, the City of Pleasanton achieved clearer asset visibility and automated lifecycle processes—from procurement to disposal.



Prior to Oomnitza, asset tracking involved a tedious process of reviewing invoices and updating spreadsheets manually—a considerable effort. And with audits occurring every two to three months, this manual labor had to be repeated frequently. Now with Oomnitza, we've established a comprehensive 'cradle to grave' process for our assets, spanning from procurement to end-of-life disposal. This system allows us to track the lifecycle and disposition of an asset from the moment it's ordered to when it becomes e-waste, with visibility at every step.

Allen Hammond

Director, IT
City of Pleasanton



With Oomnitza, audits are no longer stressful, required reports are available on demand and prep is straightforward. The City of Pleasanton team also uses the Workflow Designer to automate core processes like offboarding, removing custom code and orchestrating tasks from HR notification through asset recovery with no manual touch. Through Zendesk's integration with Oomnitza, they're able to update records in real time inside tickets, eliminating system switching and extra logins.

In relation to security, the City of Pleasanton trusts Oomnitza as the definitive source for asset data, using it to reconcile discrepancies across tools and validate the authenticity of security alerts. The city has leveraged Oomnitza to minimize waste and ensure adaptability without financial or operational setbacks, reducing costs by proactively:

- Managing maintenance contracts
- Identifying unnecessary SaaS expenses
- Automating the integration of seasonal workers into their ITAM system

The Impact of Tedious and Repetitive Manual Processes

To strengthen its internal customer experience, the City of Pleasanton deployed Zendesk to support its Service Desk, resulting in rapid improvements in user satisfaction and resource tracking. However, visibility into IT asset usage remained constrained by manual workflows and a patchwork of siloed technology systems.



Challenges

The City of Pleasanton heavily relied on manual processes and spreadsheets to manage enterprise technology assets. This created several issues:

- **A Subpar Customer Experience:**
Because of a lack of multi-channel service desk and asset management capabilities, the City of Pleasanton faced challenges in providing an exceptional customer experience.
- **Visibility and Integration Gaps:**
Despite a pivot to Zendesk improving customer service, a significant gap in asset visibility remained, exacerbated by the reliance on spreadsheets and siloed technology management tools and data.
- **Manual Audit Preparations:**
Audit preparations required highly manual and time-consuming workflows, so the IT department had to dedicate a significant amount of limited resources to compile necessary data and reports.

Siloed Tools Lead To Reduced Productivity

Disjointed systems hampered the IT Director's goal to monitor the lifecycle of the city's assets from cradle to grave. For example, when updating service tickets for outdated computers in need of replacement, the IT staff had to inefficiently sort through multiple systems to ascertain essential details such as purchase dates, remaining lifespan, and recurring issues.

Preparing For IT Audits Was Very Time-Consuming

Preparing for IT audits was time-intensive. Annual financial audits evaluated the City of Pleasanton's system controls for compliance with NIST and other standards, and frequent inquiries into asset location and lifecycle required hours of spreadsheet exports, often extending into weekends.

Improved Asset Management Needed To Enhance Security

The city's annual risk assessment for cybersecurity insurance was especially crucial because they manage critical water infrastructure which is further scrutinized by the city's asset management team. Compliance with the America's Water Infrastructure Act (AWIA) and adherence to Criminal Justice Information Services (CJIS) standards for law enforcement data security were imperative, underlining the necessity of accurate asset knowledge.

IT Director Allen Hammond emphasized the importance of securing assets by first having accurate visibility, stating, "You cannot secure what you don't know exists." Consequently, the city's IT team recognized the urgency for improved asset visibility, acknowledging that their current manual methods and spreadsheets were no longer viable for efficient technology asset management.



Leveraging ITAM to Automate Manual IT Processes and Manage Technology Assets

The City of Pleasanton has significantly advanced its IT asset management by deploying Oomnitza's modern IT Asset Management solution, replacing labor-intensive processes with a streamlined end-to-end lifecycle asset management tool. Previously, asset tracking required constant invoice reviews and spreadsheet updates, an especially burdensome task with the regularity of audits every few months. Now, asset tracking is transparent and continuous, from procurement to disposal.

Simplifying Audit Preparation

The City of Pleasanton now enjoys significantly simplified audit preparations with the implementation of Oomnitza, transforming IT audits from a stressful and time-consuming task into a straightforward process with all necessary data immediately accessible. Audit preparation is now just a matter of providing auditors direct access to the necessary reports from Oomnitza.

Optimized Service Desk Integration

The integration with Zendesk has further optimized operations, allowing IT staff to update records in real time within service tickets, a necessary step in their workflow. This has eradicated the redundancy of logging into multiple systems, thus streamlining the update process.

Reducing Costs with Modern Asset Management Technology

The city has also spotted opportunities for cost reduction. Maintenance contract lapses, previously resulting in added fees, are now proactively managed to avoid unnecessary expenses. The Oomnitza SaaS module also highlights areas for potential savings in software licensing, as it identifies inactive user subscriptions that continue to incur charges.



The Outcomes

Oomnitza's modern IT Asset Management solution has markedly enhanced the visibility and control of technology assets, offering:

- **Elevated Inventory Controls:** The city gained complete visibility into its technology assets with Oomnitza, enabling dynamic tracking and effective lifecycle management.
- **Streamlined Audit Preparation:** The city simplified IT audits and its adherence to security benchmarks for regulatory compliance by leveraging Oomnitza's direct access to reports and key data.
- **Enhanced Security:** With a centralized, accurate asset inventory that provided a single source of truth, the city strengthened its security posture—enabling quicker incident response times and proactive risk management.
- **Increased Productivity:** By automating workflows like employee offboarding, the city saved time and resources while improving financial efficiency.

They've also invaluablely relied on the platform to manage the substantial influx of seasonal workers, integrating with the IT Asset Management system to automate what was once a manual and error-prone process. Not only does this prevent waste but it also ensures that the City of Pleasanton can adapt to workforce changes without financial loss or operational disruption.

No and Low-Code Process Automation

Oomnitza's user-friendly, drag-and-drop Workflow Designer has eradicated the need for custom programming, boosting productivity and eliminating the need to maintain and support custom-built automations.

When employees leave, their offboarding is automated. As soon as an account is deactivated, Oomnitza initiates the offboarding process, informs HR, and prompts IT to manage tasks such as cell service deactivation. If assets are not reclaimed, IT can easily track them down.

Enhanced Security with a Single Source of Truth for Asset Data

The City of Pleasanton trusts Oomnitza as the authoritative source for asset information. Whenever there are inconsistencies in data across different tools, the IT department turns to Oomnitza for accurate information. For instance, when an endpoint detection system triggers an alert, IT consults Oomnitza for a detailed corroboration of the incident. With Oomnitza acting as the central hub for asset data, it plays a critical role in validating the veracity of security alerts.



Oomnitza's integration with Zendesk streamlines our process significantly. Now, the IT staff can update the necessary fields in real time—they don't need to schedule a separate session to log into Oomnitza. This seamless connection between Oomnitza and Zendesk means that updates can be made directly within the service ticket, which the staff has to finalize in any case.

Allen Hammond

Director, IT
City of Pleasanton





We rely on Oomnitza as our definitive source of truth concerning our assets. In cases of data discrepancies between tools, we turn to Oomnitza for clarification. While Oomnitza isn't a frontline defense in our cybersecurity arsenal, it serves as an essential reference hub.

Allen Hammond, Director, IT, City of Pleasanton

The City of Pleasanton is progressively enhancing its IT operations by leveraging ITAM to increasingly automate more of its manual processes. This transition to automation is a strategic part of their IT asset management journey, which aims to achieve a highly autonomous and efficient IT operation.



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