



## Altiris Asset Database

### Frequently Asked Questions (FAQs)

#### What is the Altiris Asset Management Database?

The Altiris Asset database is a software solution that tracks and manages the physical, contractual, and financial asset data throughout their lifecycle from receiving through disposal. The tool will provide VITA and NG with a firm understanding of what the ITP owns, where it is, and how much it is costing the partnership and agencies at every point of their lifecycle to help generate accurate customer invoices, identify possible cost savings, fulfill compliance initiatives, and justify business decisions.

#### How is Altiris Asset Database populated?

Altiris discovery agents installed on hardware such as servers and desktops will automatically feed the Altiris database with data gathered from its host hardware such as asset location, and information about installed software.

#### What is the Altiris Discovery Agent?

The Altiris Discovery Agent is a tiny software script that is installed on hardware in the production environment to identify them and search them for installed software. Relevant details about these hardware and software are routinely collected and store in the Altiris Asset Management Database.

#### How does Altiris Agent affect my desktops, servers, or other hardware?

None. Altiris agent is a tiny software code that does not affect the functionality of the systems it resides in.

#### Do I have access to the Altiris Asset Database?

Agencies are allowed read-only access to the database. This means you will not be able independently modify information already in database.

#### How often is Altiris Asset Database updated?

A daily schedule for automatic updates to the database from Altiris agents has been established. Manual updates will also be performed through a controlled ITIL Change Management process.

#### How do I get access to the Altiris Asset Database?

Please contact your Customer Account Manager (CAM) or Agency Performance Manager (APM) to request access.

#### If I find missing or incorrect information in the database, how do I get it corrected?

Please Notify your Customer Account Manager (CAM) or Agency Performance Manager (APM).

For more information on the IT Infrastructure Partnership, go to [www.vita.virginia.gov/itpartnership](http://www.vita.virginia.gov/itpartnership).