

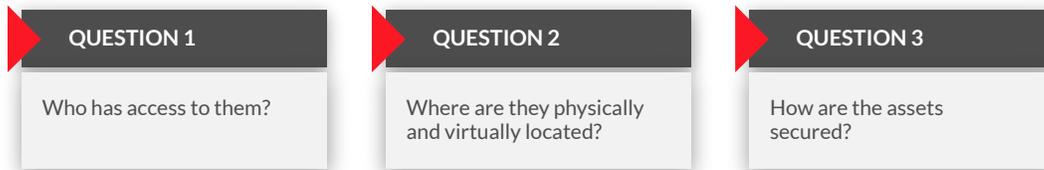
# How Enterprise Technology Orchestration Can Make IT Audits Faster, Simpler, Less Costly and More Accurate

## Introduction and Context

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.

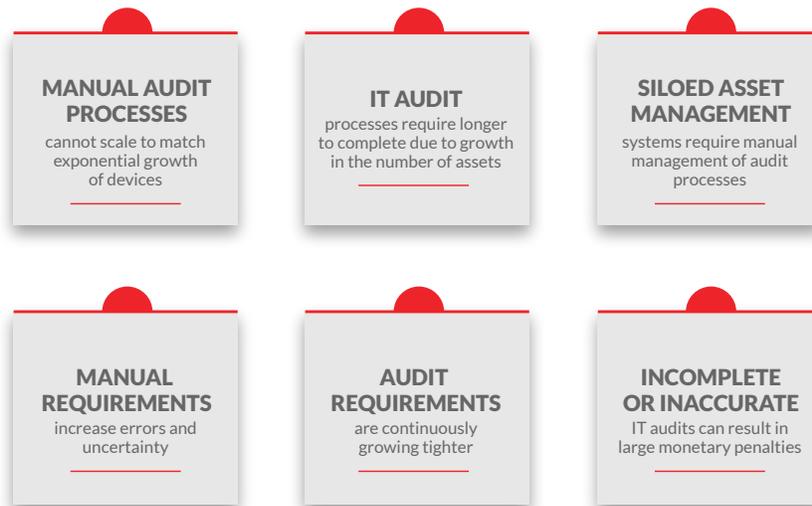
By default, effective IT audits entail a bottoms-up and system-wide accounting of all assets under management. Different ITAM systems, including CMDB, SAM, MDM, SaaS and cloud infrastructure management, all oversee key components of what is reviewed during an audit.

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



## The IT Audit Challenge Solved by Enterprise Technology Orchestration

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



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 ETO capability allows for more cost-effective and efficient IT audits. Unlike point solutions and siloed ITAMs, ETO enables automation of key discovery and reconciliation portions of audits. An ETO 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, ETO 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 Orchestration in Audits

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

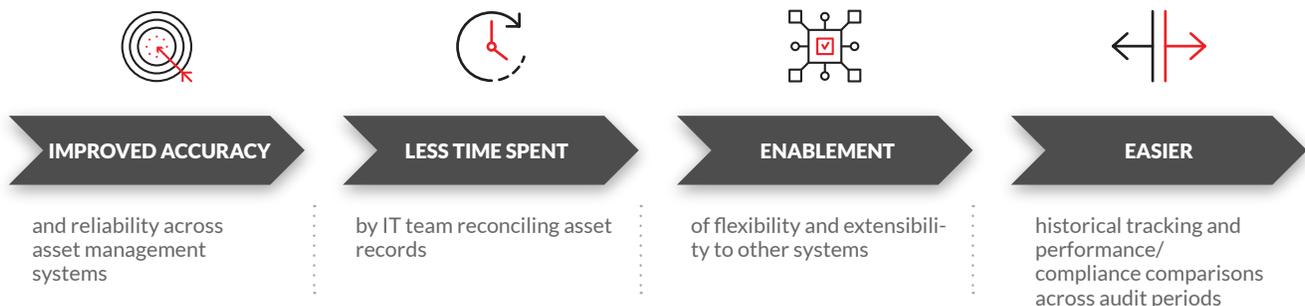
### USE CASE 1: Reconcile all assets to a single source of information

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, ETO 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, ETOs 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 ETO 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:

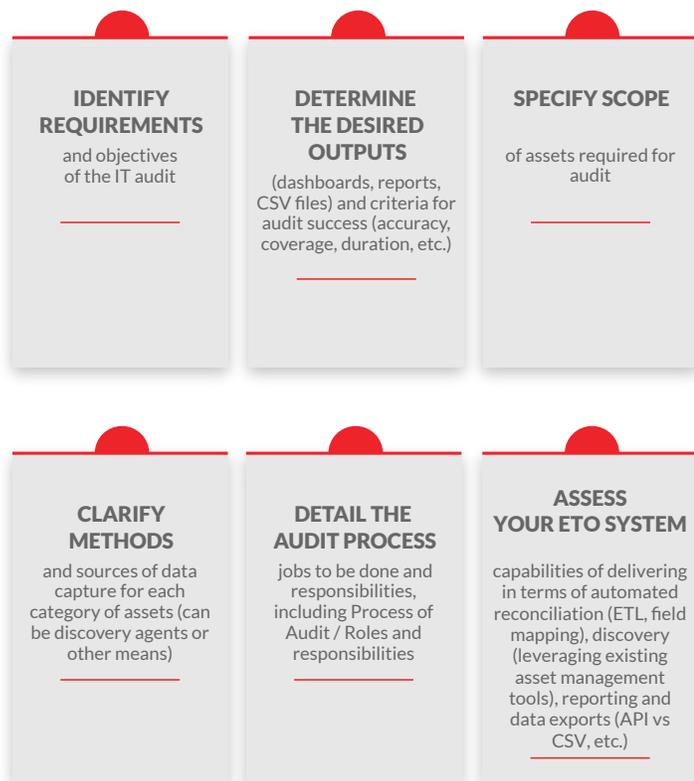
- ▶ Significant volumes of human errors
- ▶ Inconsistent data formats and schemas over time
- ▶ Key audit process instructions that are essentially undocumented tribal knowledge

One of the greatest benefits of ETO 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 ETO allows you to codify best practices as code and scripted workflows, reducing reliance on “tribal knowledge.” Lastly, if the ETO 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 ETO 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 Orchestration for Audits

Simplifying and automating core processes with ETO 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

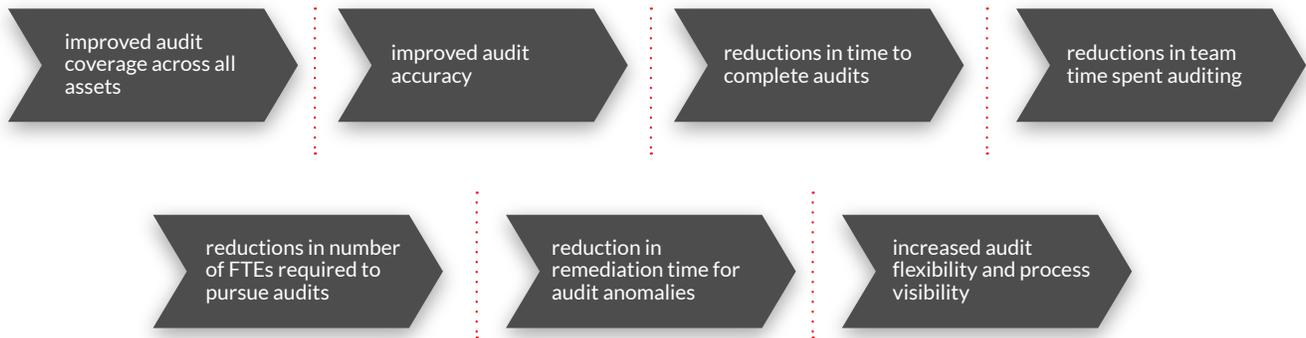


Once you have run through this planning process and you have a good definition of the audit process and requirements, take time to see if you can remediate gaps or blind spots in asset management information capture in code or with workflows to close these gaps prior to beginning the audit. To test your 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.

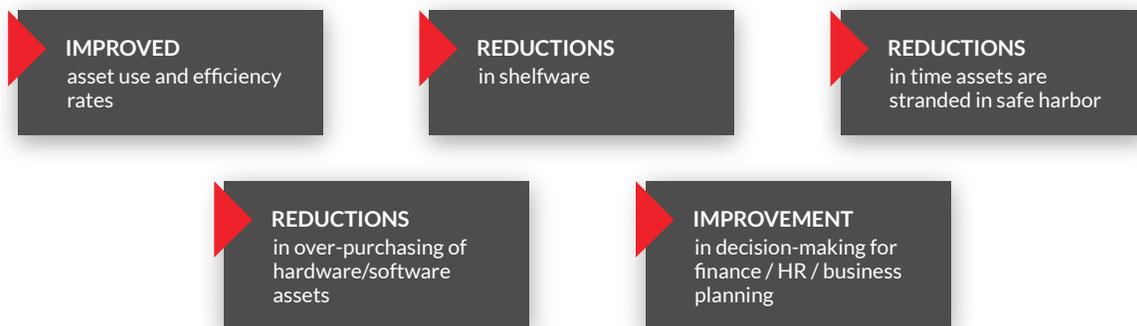
Ideally, your ETO will be flexible enough to allow your team to modify the audit processes without requiring significant code or integration changes. This requires an open architecture and crucially, the use of a well-known programming language such as JavaScript or Python for building new workflows 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 Orchestration in Audits

Generating a business case for ETO 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 ETO 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 ETO. 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. ETO 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 is an agentless enterprise technology orchestration solution for digital business. By consolidating technology asset data from siloed systems into a single pane of glass, our customers are able to optimize their technology spend, automate their governance processes to meet compliance and auditing requirements, protect from security risks, and ensure great employee experience and productivity. Oomnitza is headquartered in San Francisco