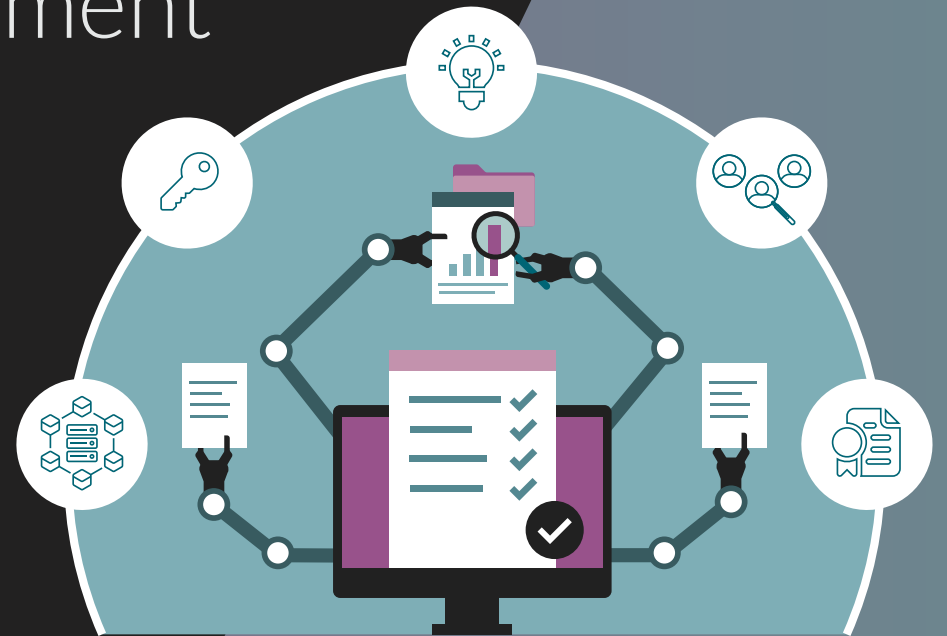


# Intelligent IT Documentation 101:

Asset, Password, Knowledge,  
Vendor, License Management  
and More



As an IT professional, you know that being able to provide consistent, high-quality service for end-users is critical for the overall success of your organization. Instant access to vital information is required for timely decision-making and overcoming the day-to-day challenges of ensuring seamless IT operations. Moreover, everything from your organization's security to new employee onboarding depends on your ability to manage everything in your IT environment efficiently.

In today's data-centric world, IT data has reached a saturation point. To turn your data into meaningful, actionable and intelligent information, you must eliminate the noise of information sprawl.

If you haven't implemented intelligent documentation in your IT infrastructure, you're probably expending valuable time and resources on mundane tasks and redundant processes. However, it doesn't have to be this way.

In this eBook, we'll look at the fundamentals of intelligent documentation and how you can leverage it to boost your organization's IT operations.

# *Time waste and inefficiency are costing your IT operations*



Technology has become the backbone of today's business world. With the pandemic accelerating the rate of digital transformation worldwide, IT professionals face immense pressure in facilitating this transformation.

Other challenges, like remote work, cybersecurity threats, asset management, IT budget cuts, etc., have made things even trickier for IT teams.

Adding to these challenges is the issue of information sprawl. With information reaching a saturation point, IT is looking at proven technologies and processes to eliminate noise and waste in information. This helps businesses cut costs, streamline operational efficiency, foster innovation and make informed business decisions.

Intelligent IT documentation can help you win back the hours you usually spend tracking, understanding and searching for information, so you can focus on what you're best at.

# *What is intelligent documentation?*

Documentation is an essential building block for most IT teams. You must properly document everything from asset details to data management to ensure seamless operations. Intelligent documentation helps you leverage intelligence-driven templates and integrations to jumpstart your IT documentation. This cuts out the noise of information sprawl.

Intelligent documentation has three core components:

1. *Intelligence-driven templates*
2. *Intelligence-driven integrations*
3. *Turning ad-hoc human intelligence into shared intelligence*



# *How intelligent documentation can help you*

Many organizations ignore documentation, assuming it doesn't add value to their bottom line. However, that's far from the truth. While documentation may not generate any revenue on its own, it can help you save a lot of time and money.

Neglecting documentation can be costly to an organization in many ways. Let's take a look at some of them.

## **Knowledge loss:**

Knowledge loss is one of the significant consequences of poor or no documentation. When your institutional knowledge is not documented, it often resides in an employee's brain. If key employees depart your company one day, the information will be all but lost. All the valuable information your organization acquired over time could walk out your door at any time with just a two-week notice.

## **Multiple versions:**

When you don't have a comprehensive knowledge management system, you risk generating multiple versions of the same document. Also, you may not be able to track all the revisions made to that document. This becomes a severe issue for critical documents that must be kept up to date without fail.



### Compliance woes:

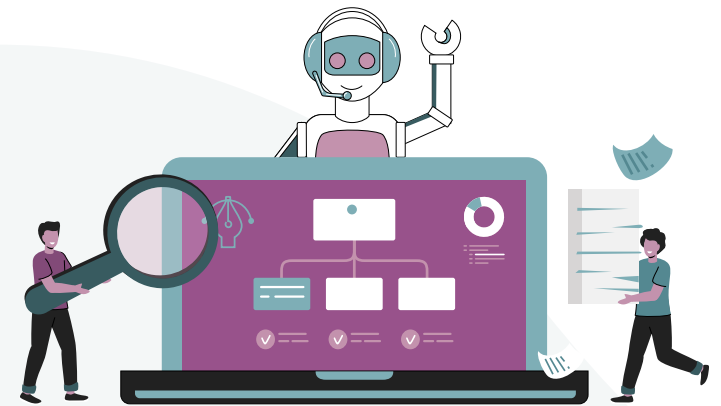
If you are an organization that gathers customer information, there are regulatory guidelines on storing and managing that information. Failure to adhere to these compliance regulations can attract hefty fines and penalties. A SOC 2-compliant documentation platform with enterprise-grade security like IT Glue can help you ensure compliance and manage information securely.

### Security issues:

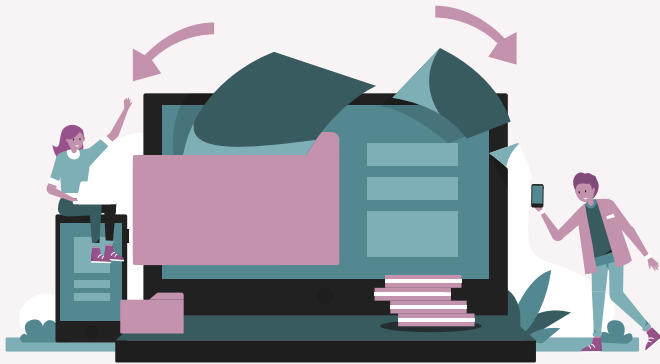
Did you know that 53% of IT professionals have over 500 sensitive files and passwords open to the entire IT team? Considering that the vast majority of security threats originate from internal actors, this could put your organization at risk of a cyberattack. You must reduce exposure and risk profile by structurally and centrally documenting your IT environment.

### IT asset audit:

During an IT audit, auditors will verify the location, condition and details of every asset the company owns. You can use this audit information internally to help your organization manage and control IT infrastructure. It also helps evaluate and validate hardware and software to contribute to business value and the accounting process. Regulated organizations like non-profits can use asset audit information to track donations and spending.



# *Intelligently centralized documentation: A single source of truth*



Undocumented or poorly documented data often exists in various places throughout an organization. As a result, technicians have a tough time finding critical information when working on their core tasks. Besides wasting valuable time, it prevents businesses from making data-driven decisions vital to their growth.

A single source of truth refers to the practice of intelligently aggregating data from various places in an organization at a single reference point. It centralizes or consolidates all IT information you need to run your IT team. This ensures that everyone in the organization can access the same, up-to-date information anytime required.

You can achieve a single source of truth only if you have a robust documentation tool that manages all kinds of information, from business documents to employee passwords.

A robust, intelligent documentation solution should document the following:

**Asset management:** IT asset management is a crucial part of IT documentation. It involves documenting various aspects of device details, including configuration, warranty information, proof of purchase, maintenance information and more. Central management of asset documentation helps you with proper device management throughout the asset lifecycle.

**License management:** Most organizations use hundreds of software products in their IT environment. Documenting their license details will help you keep them up to date and ensure adequate security.

**Password management:** A documentation tool with a secure password vault is a must today. Your users will likely have multiple login accounts, and all these passwords must be stored and managed efficiently to prevent unauthorized access.

**Knowledge management:** Knowledge is king. Your business processes and industry know-how must be properly documented. If they aren't captured or stored where any members of your team can find them, they could be lost forever during team transitions.

**Vendor management:** Organizations have third-party vendors that are critical to their operations. Vendor management typically includes billing documents, negotiation contracts, service terms and SLAs.

**Domain and SSL management:** Your documentation solution should also help you monitor your domain expiries and SSL certificates. You must validate these documents before they expire.

**Process management:** When performing a task, you need a detailed description of how to execute that task. Process documentation helps you outline the steps involved in a task. Creating and sharing a detailed document with your team members is vital to ensure consistent, error-free processes.





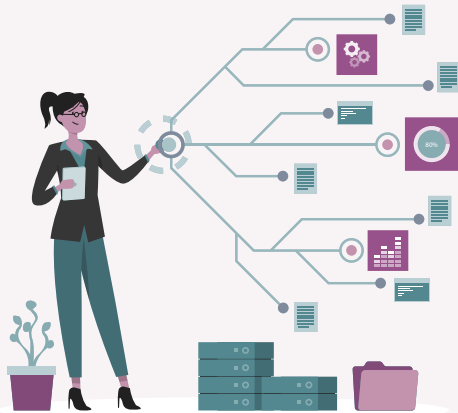
# *Intelligence-driven structure based on best practices*

IT teams must support multiple departments within an organization. When you don't have a standardized process, your technicians will likely follow their own resolutions while working on tasks. These random resolutions often create confusion in your operations. Moreover, your technicians must reinvent the wheel when working on a new task.

First, leverage a pre-configured structure designed on the best practices and an accumulation of IT experiences from those who have been there and done that. It allows seamless documentation without all the administrative and planning tasks that come beforehand. Moreover, you can convert unstructured data into structured, meaningful and actionable information, so every IT asset, password and SOP looks the same, reducing the learning curve.

Next, leverage ready-to-use templates based on best practices and an accumulation of IT experiences to jumpstart your IT documentation. Templates enable IT to leverage collective intelligence but provide the flexibility to draw from their own expertise and build upon the blueprints and guidance.

When you combine best practices with your organization's unique processes, you can experience a significant reduction in errors and increase the efficiency and consistency of output.

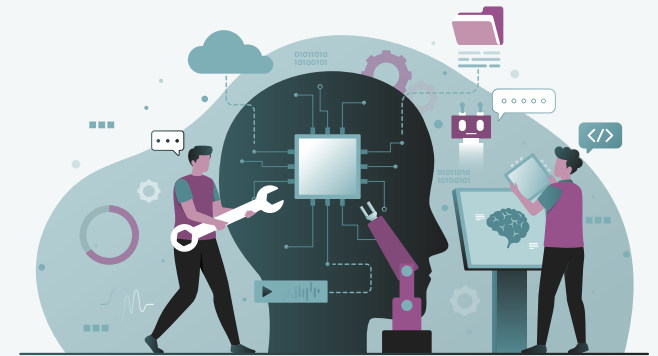


# *Automate IT documentation based on intelligence-driven integrations*

Automated documentation refers to automatically capturing valuable information in your IT infrastructure and transforming it for future use. Manual documentation is prone to issues when individuals take shortcuts in recording information and fail to update it regularly. Besides, developing structure and achieving consistency with something unstructured like Word, SharePoint or Wiki is painful.

You must leverage intelligence-driven integrations that convert unstructured data from multiple information sources into structured, meaningful and actionable information. To make the most out of automated documentation, utilize a solution with pre-configured connections and integrations designed to integrate with the most common IT solutions like Microsoft 365, Active Directory, Azure, Service Now and many others.

When you leverage integrations and structure, you can extract and present information in a way that makes sense for IT. Moreover, you can reduce costs and help improve connectivity across disparate systems with a common framework that integrates various applications. It also enhances operational workflows and provides better visibility.



# Intelligent asset relationships



When working on critical tasks, your technicians may have to refer to other related information within the same or a different tool. If this information is not readily available, your technicians may have to spend their valuable time searching for it. Imagine searching for non-existent information only to waste resources without getting anything in return.

An intelligence-driven IT documentation solution can help you avoid this by readily providing contextual data and helping you build intelligent IT documentation paths. For example, when looking at an IT asset, you can see what software assets are related to it, the password to access the IT asset, and the user and the location of the asset.

We've designed IT Glue to surface this information for you wherever possible. We also have an easy search function that helps you find things, especially with adherence to formal naming conventions.

Intelligence-driven IT documentation helps you get the information you need in seconds.

# Benefits of intelligent-driven documentation

If properly implemented, comprehensive IT documentation can become the lifeline of your organization. In addition to saving time and money, it can improve your competitive edge and play a vital role in your organization's growth.

Some of the key benefits of intelligent-driven documentation are as follows:

## **Fast time-to-value:**

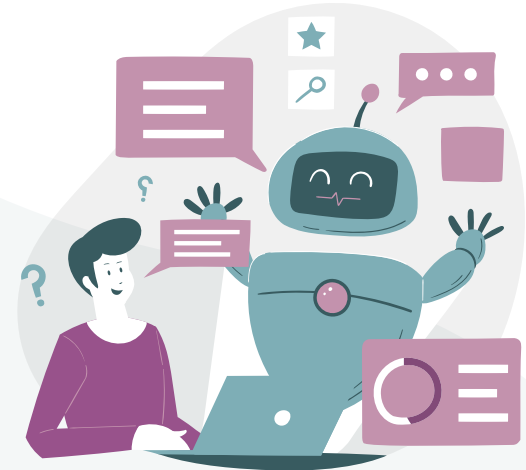
When you leverage a pre-configured structure, you can gain value from it instantly. Most importantly, you can gain value from it without worrying about the administrative and planning tasks that come beforehand.

## **Actionable:**

By converting unstructured data into meaningful information, you can make sense of your IT infrastructure's disconnected pieces.

## **Have intelligence without extra headcount:**

When you have a structure and template that is utilized by thousands of IT professionals, you know it's been tested and validated. This allows you to draw from collective intelligence without adding a team member specializing in this area.



### Higher efficiency:

The mundane process of searching for information from multiple sources can be cut down significantly. This allows your technicians to focus more on revenue-generating tasks. As a result, efficiency increases throughout your organization.

### Instant access to information:

With structured documentation, your team members will know where to search for information. It will save at least 50% of the time spent searching for information.

### Lower dependency:

When critical information lives in the heads of a few key individuals in an organization, it increases dependence on them. Since documentation prevents knowledge loss, you don't have to worry about losing valuable information whenever an employee departs.

### Increased focus on security:

Documentation prevents the sporadic spread of information in different places across the organization. When your information is centralized, it gives you more control over your information security.

### Streamlined operations:

In many organizations, processes get chaotic without intelligent documentation. If this reminds you of your organization, you can turn this around simply by modernizing and digitizing your documentation process. With a solid documentation framework, your company can operate in a streamlined manner.



# Intelligence-driven IT documentation - A must-have for all IT Teams

Documentation may seem daunting for IT teams, but it is much easier than you think. With the right documentation tool, you can take control of your documentation process and manage your information effectively. When information is accessible and easy to find, your team can become efficient quickly, allowing your team members to do more with less.

By leveraging intelligence-driven structure, templates and integrations, you can do more with less and incorporate a powerful way to undertake projects. Most importantly, you can access related items easily and boost your overall efficiency. From helping you tackle an unfamiliar project to covering information loss in an employee's absence, intelligent documentation is a must-have for all IT teams.

# Secure, Mature and Integrated Documentation



## Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



## See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



## Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



## Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

# Trusted by More than 13,000 Partners in 70+ Countries



## Safeguard Your IT Operations With Secure Documentation

Request a Demo

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

