

IT Documentation Template



An intelligence-driven IT documentation platform enables IT leaders to find, track and know everything IT in under 30 seconds.

Leverage over 100+ out-of-the-box integrations, including Microsoft 365, ServiceNow and Active Directory, to cut down the noise of information sprawl by consolidating and automating multiple information sources into a single source of truth and turning ad hoc human intelligence into shared intelligence.

Jumpstart your IT documentation in minutes by leveraging our intelligence-driven templates with a pre-configured structure that will help you make sense of the fragmented information in your IT environment.

Here's one such template to ensure you document the same way every time. Intelligent process equals power.

1. Hardware Assets

Network Device Name:	<input type="text"/>
Device Description:	<input type="text"/>
Model:	<input type="text"/>
Serial No.:	<input type="text"/>
Asset Tag:	<input type="text"/>
Location:	<input type="text"/>
Contact:	<input type="text"/>
Installed:	<input type="text"/>
Physical Position:	<input type="text"/>
Hostname:	<input type="text"/>
CPU:	<input type="text"/>
Domain Role:	<input type="text"/>
Active Directory Domain:	<input type="text"/>
Custom DNS Entries:	<input type="text"/>
Default Gateway:	<input type="text"/>
OS:	<input type="text"/>
Purchased:	<input type="text"/>
Expiration:	<input type="text"/>
Notes:	<input type="text"/>

Intune

Compliance Status:	<input type="text"/>
Owner Type:	<input type="text"/>
User Principal Name:	<input type="text"/>

Configuration Interfaces

Source	Name/Slot	MAC Address	IP Address	Port	Connected To	Notes

2. Contacts

First and last name:	<input type="text"/>
Location:	<input type="text"/>
Email:	<input type="text"/>
Office Phone:	<input type="text"/>
Mobile Phone:	<input type="text"/>
Notes:	<input type="text"/>

Active Directory

Status:	<input type="text"/>
Last Logon:	<input type="text"/>
Last Password Reset:	<input type="text"/>
Password Expires:	<input type="text"/>

Azure Active Directory

Status:	<input type="text"/>
Last Logon:	<input type="text"/>
Last Password Change:	<input type="text"/>

For complete visibility into your Microsoft environment, you should be able to see the AD Security Groups that the contact is a part of as an automatically populated Related Item.

3. Passwords

Username:	<input type="text"/>
Password:	<input type="password"/>
One-Time Password:	<input type="text"/>
URL:	<input type="text"/>
Password Changed:	<input type="text"/>

Password Rotation

Status:	<input type="text"/>
Last Rotated:	<input type="text"/>

4. Software Assets

License Name:	<input type="text"/>
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License Usage

Active:	<input type="text"/>
Consumed:	<input type="text"/>
Unused:	<input type="text"/>
Licensed Users:	<input type="text"/>

Secure, Mature and Intelligence-Driven Documentation

<p>Make documentation easy</p> <p>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.</p>	<p>Secure your critical information</p> <p>Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.</p>
<p>See the complete picture</p> <p>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.</p>	<p>Build a documentation culture</p> <p>Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.</p>

Trusted by More Than 13,000 Partners in 70+ Countries



Safeguard Your IT Operations With Secure and Smart Documentation

[Request a Demo](#)

When it comes to data security, **ITGlue** 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.