

IT Documentation Template for Mixed Environments



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 Jamf Pro, 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 jamf

Network Device Name:

Device Description:

Model:

Serial No.:

Asset Tag:

Location:

Contact:

Installed:

Physical Position:

Hostname:

CPU:

Default Gateway:

OS:

Purchased:

Expiration:

Notes:

Configuration Interfaces

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

2. Contacts

First and last name:

Location:

Email:

Office Phone:

Mobile Phone:

Notes:

Active Directory Active Directory

Status:

Last Logon:

Last Password Reset:

Password Expires:

Azure Active Directory Azure Active Directory

Status:

Last Logon:

Last Password Change:

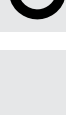
For complete visibility into your Microsoft environment, you should be able to see the AD Security Groups that the contact is a part of as an automatically populated Related Item.

3. Passwords

Username:

Password:

One-Time Password:



URL:

Password Changed:

Password Rotation


Status:

Last Rotated:

4. Software Assets

License Name:

License Usage

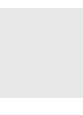
 Microsoft 365

Active:

Consumed:

Unused:

Licensed Users:

 Adobe Premiere Pro

Manufacturer:

Name:

Version:

Seats:

License Key(s):

Purchase Date:

Renewal Date:

Renewal Cost:

Additional Notes:

Licensed Users:

Applications

Name:

Category:

Service Location:

Version:

Importance:

Application Champion:

Application Server (s):

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.

Secure your critical information

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

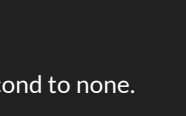
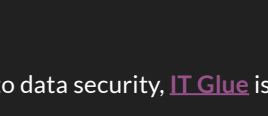
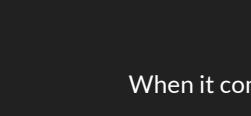
See the complete picture

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.

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 16,000 Partners in 70+ Countries



Safeguard Your IT Operations with Secure Documentation

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.