Ownership Validation

The Ownership Validation Workflow provides the ability to quickly send Ownership Validation requests to users within an organization to verify the possession of Assets as recorded in the CMDB.

Setup

Ownership Validation requires users to be assigned as owners of assets to receive Validation tasks. Users without assigned assets cannot be assigned Validation Tasks.

For validations of groups of users in a management hierarchy, users must be assigned as “Direct Reports” to other users. See the Recursive Validation section below.

Initiating Ownership Validation

Ownership Validation can be assigned to a user two ways through the Symantec Management Console – both are completed through right-click actions within Asset Management. The first is by right-clicking on a User and selecting Ownership Validation.

This will initiate an Ownership Validation task for the selected user, with the option to assign a task to all users reporting to the selected user.

The second is by right-clicking on an asset that is assigned to an owner and selecting Ownership Validation. This will initiate the Ownership Validation for all assets assigned to that owner.
If Ownership Validation is selected for a user without Assets assigned him/her, the task will simply not be assigned and the user will receive no notifications.

Recursive Validation

When right-clicking on a user, an option is presented to Use Recursion for Ownership Validation. This option will assign a validation task to all users subordinate to the selected user in the organizational hierarchy. This option operates based on the User’s Direct Reports field for users in the CMDB. Again, if a user in the hierarchy does not have assets assigned, he/she will not receive any tasks or notifications.

Ownership Validation Check

Run Validation Check

The request for ownership validation will be sent to the following user:

Name:
Job Title: Manager
Employee ID: 123342
Email: manager_user@eml.test

Phone Number:
Company: Symantec
Department: Dept 1

Use Recursion for Ownership Validation

Send Request
Notification of Pending Validation
Users who are assigned Ownership Validation tasks receive an email informing them of the assigned tasks, including a link to the Process Manager Portal to complete the task. Additionally, if the user logs into the Process Manager Portal, the assigned task is visible.

Ownership Validation Task
When beginning the Ownership Validation Task, the user is presented with a list of assigned assets according to the CMDB. The user may mark “Have” or “Not Owned” for each asset.

Additionally, the user may select to add an unlisted asset and may enter a description of that asset into
the form so that it can be assigned by an Asset Manager.

If a user marks an asset as “Not Owned,” the user will be directed to a form prompting for information of the Not Owned asset - Information on the Type of Separation, the Estimated Date of Separation, and
other details.

**Resolutions**

Assets recorded as Not Owned will be included in an email to the HR Manager and Security Manager email addresses entered during setup.

New assets added by users will be sent to the Asset Managers group. Asset Managers have the options to resolve the Asset Assignment Request by creating a new asset in the CMDB, assigning an existing
The Create Asset option opens the Symantec Management Console – allowing the Asset Manager to create the new asset and assign it to the user. The Search for Asset Option compares the user-provided information to existing assets in the CMDB – allowing the Asset Manager to associate the request with an existing asset and modify or reassign it as necessary. The Deny option rejects the request and notifies the requesting user that the request has been denied. The Asset Manager may include comments with all of these resolution options.