# Task 20 – Asset and CMDB Configuration Workshop Agenda

* Review Freshservice Asset & CMDB capabilities and plan activation
* Identify import methods appropriate to the current environment (CSV, Probe, Integrations, Mobile)
* Establish product catalog structure and asset lifecycle states
* Design and configure CMDB item types and relationship mappings
* Plan ownership assignments, asset-to-ticket linking, and audit alerts
* Implement automation for asset updates, notifications, and compliance tracking
* Review the audit, barcode, and QR code process for mobile scanning
* Build dashboards to monitor usage, costs, and compliance metrics