Freshservice – SCCM Integration Preflight Checklist

This document helps assess readiness and preconditions before integrating Microsoft System Center Configuration Manager (SCCM) with Freshservice. It supports ITIL principles of Configuration Management, Change Enablement, and Continual Improvement.

# 1. Objective of SCCM Integration

Summarize the intended use of SCCM integration:  
- Automated asset discovery  
- Hardware and software inventory sync  
- Accurate CMDB population

# 2. Stakeholder Readiness

• Identify SCCM admin, Freshservice admin, and IT asset managers  
• Confirm roles and responsibilities  
• Review ITIL Configuration Management processes

# 3. SCCM Environment Verification

• SCCM is functional and accessible  
• Active Directory integration is healthy  
• SQL access or export options are available  
• Identify the primary SCCM site server

# 4. Data Mapping Requirements

• Define fields to sync (e.g., hostname, model, serial, OS, installed apps)  
• Identify custom fields in SCCM that should be mapped  
• Align fields with Freshservice asset schema

# 5. Integration Method Selection

• Choose between:  
 - Freshservice Connector App for SCCM  
 - Middleware/API (PowerShell, SQL, integration platform)  
• Review compatibility and access security implications

# 6. Security & Permissions Review

• Service account with read access to the SCCM database or API  
• Confirm encryption and data transfer protocols  
• Ensure RBAC policies are followed (ITIL best practice)

# 7. Freshservice Configuration Alignment

• Admin access to the Assets module  
• Custom fields in Freshservice to receive SCCM data  
• Tags or business rules for SCCM-originated assets

# 8. Testing Strategy

• Identify a test group of endpoints for trial sync  
• Document success criteria (e.g., asset creation, updates)  
• Plan rollback options and change management controls

# 9. Change Approval and CAB Review

• Prepare a change request for review by the Change Advisory Board  
• Align with the ITIL Change Enablement process

# 10. Integration Schedule & Go-Live Plan

• Confirm timing and stakeholder availability  
• Notify affected users if applicable  
• Include a monitoring period post-launch