

Course Content: Service Now Software Asset Management (SAM Pro)

Overview

This course teaches the participant in setting up an effective Software Asset Management practice which includes planning a design, defining policies, identifying the information required and how that information can be obtained, what the software asset processes should look like, and how the technology can support these items. Most successful SAM programs involve a variety of people and departments, including IT, finance, purchasing, services, and end users.

Audience

- ServiceNow Implementer
- ServiceNow System Administrator
- Software Asset Manager

Prerequisite

- ServiceNow System Administrator or ServiceNow Fundamentals

Upon completion of this course, you will be able to accomplish:

- Managing software licenses (models, entitlements, and metrics)
- Controlling the cost of purchasing and managing software assets
- Managing the software asset life cycle from planning to disposal
- Using software discovery and normalization
- Reconciling and achieving software compliance
- Controlling software usage and reclamation
- Improving IT software asset services to end users