

Software Asset Management (SAM) Professional Fundamentals

1: Introduction to Software Asset Management

Objectives:

- Explain Software Asset Management and its supporting process architecture
- Identify the plugins and roles that support Software Asset Management on the ServiceNow platform
- Describe ServiceNow's Software Asset Management product

Agenda:

- Software Asset Management Introduction
- Software Asset Management Process Architecture
- Software Asset Management Application Overview
- Software Asset Management Requirement Recommended Practices
- Lab 1.1: Prepare the SAM environment

2: Trustworthy Data

Objectives:

- Describe data used to support Software Asset Management in ServiceNow
- Demonstrate software data import options
- Explain software discovery and normalization

Agenda:

- Introduction to Software Asset Data
- Import Software Entitlements
- Lab 2.1: Import software entitlement data
- Import Software Data Using System Import Sets
- Lab 2.2: Import software installation data
- Software Discovery

- Lab 2.3: Review software discovery results
- Software Discovery Model Normalization
- Lab 2.4: Normalize software discovery models
- Content Service and Job Results
- Lab 2.5: Content Service and job results

3: Practical Management

Objectives:

- Demonstrate the components of software products, models, entitlements, and allocations
- Describe software license metrics and their value to software entitlements
- Illustrate knowledge of software reconciliation and associated results
- Agenda:

Software License Management Introduction

- Software Products and Models
- Lab 3.1: Manage software products and models
- Software License Metrics
- Software Entitlements
- Software Allocations
- Lab 3.2: Manage software entitlements and allocations
- Software Reconciliation
- Lab 3.3: Reconcile software

4: Operational Integration

Objectives:

- Describe software license contracts and their relationship to software entitlements
- Use catalogs, procurement and change management to support Software Asset Management
- Demonstrate software remediation

Agenda:

- Operational Integration Introduction
- Software License Contracts
- Lab 4.1: Create software license contract
- Software Spend
- Lab 4.2 Analyze software spend
- License Change Projection
- Lab 4.3: Calculate license change projection costs
- Software Request
- Lab 4.4: Publish and request software
- Software Sourcing
- Lab 4.5: Source and receive a software request
- Software Remediation
- Lab 4.6: Remediate software licensing

5: Strategic Conformance

Objectives:

- Discuss software model lifecycle capabilities
- Describe optimization of software installations
- Explain software asset management retirement and expiration activities

Agenda:

- Software Model Lifecycle
- Lab 5.1: Manage software model lifecycles
- Software Installation Optimization
- Lab 5.2: Optimize software installations
- Software Retirement
- Lab 5.3: Manage software retirement

6: Reporting and Analytics

Objectives:

- Explain Performance Analytics for Software Asset Management
- Discuss the differences between analytics and reporting
- Describe Software Asset Management dashboards and content

Agenda:

- Software Asset Analytics Dashboards
- Software Asset Management Publisher Dashboards
- Software Asset Management Subscription Dashboards
- Software Asset Management Other Dashboards