

Software Asset Management Fundamentals

Duration: 24 Hours (3 Days)

Course Overview

The Software Asset Management (SAM) Professional Fundamentals course is designed to equip learners with the knowledge and skills necessary to effectively manage software assets within an organization. The course covers various aspects of SAM, including the introduction to SAM practices, Trustworthy data establishment, Practical management techniques, Operational integration, Strategic conformance, and Reporting & analytics. Throughout the course, participants will delve into these key modules: 1. Introduction to Software Asset Management 2. Trustworthy Data 3. Practical Management 4. Operational integration 5. Strategic conformance 6. Reporting & analytics By completing this course, learners can aim for the ServiceNow SAM Pro certification, demonstrating their proficiency in ServiceNow's software asset management platform. Ideal for IT professionals, the course also prepares participants for ServiceNow SAM Pro training, ensuring they can apply best practices in SAM and add value to their organizations through cost optimization, compliance, and risk management.

Audience Profile

The SAM Professional Fundamentals course equips individuals with essential skills for effectively managing software assets and ensuring compliance.

Target Audience for the Software Asset Management (SAM) Professional Fundamentals Course:

- IT Asset Managers
- Software Asset Managers
- IT Compliance Officers
- IT Procurement Professionals
- License Managers
- IT Finance Managers/Analysts
- IT Auditors
- Systems Administrators with asset management responsibilities
- IT Operations Managers
- CIOs and IT Directors looking to optimize software spending
- Risk Management Professionals
- Software Compliance Analysts
- Vendor Management Specialists
- IT Project Managers involved in asset or license management projects
- IT Professionals aiming to transition into asset management roles
- IT Legal Advisors dealing with software licensing and compliance

Course Syllabus

Module 1: Introduction to Software Asset Management

- Introduction to Software Asset Management: Module Introduction
- Introduction to Software Asset Management
- SAM Product Overview
- SAM Requirements and Recommended Practices

- Lab: Prepare the SAM Environment
- Introduction to Software Asset Management: Knowledge Check
- Introduction to Software Asset Management: Summary

Module 2: Trustworthy Data

- Trustworthy Data: Module Introduction
- Trustworthy Data Overview
- Import Software Entitlements
- Lab: Import Software Entitlement Data
- Import Software Data Using System Import Sets
- Lab: Import Software Installation Data
- Software Discovery
- Lab: Review Software Discovery Results
- Discovery Model Normalization
- Lab: Normalize Software Discovery Models
- Content Data Services
- Lab: Content Service and Job Results
- Trustworthy Data: Summary
- Trustworthy Data: Knowledge Check

Module 3: Practical Management

- Practical Management: Module Overview
- Practical Management Overview
- Lab: Manage Software Products and Models
- Software License Metrics
- Software Entitlements and Allocations
- Lab: Manage Software Entitlements and Allocations
- Software Reconciliation
- Lab: Reconcile Software
- Practical Management: Summary
- Practical Management: Knowledge Check

Module 4: Operational Integration

- Operational Integration: Module Introduction
- Operational Integration Overview
- Software License Contracts
- Lab: Create Software License Contract
- Software Spend
- Lab: Analyze Software Spend
- License Change Projection
- Lab: Calculate License Change Projection Costs
- Software Request and Sourcing
- Lab: Publish and Request Software
- Lab: Source and Receive a Software Request
- Software Remediation
- Lab: Remediate Software Licensing

- Operational Integration: Summary
- Operational Integration: Knowledge Check

Module 5: Strategic Conformance

- Strategic Conformance: Module Introduction
- Strategic Conformance Overview
- Software Product Lifecycle
- Lab: Manage Software Asset Lifecycle
- Software Installation Optimization
- Lab: Optimize Software Installs
- Software Retirement
- Lab: Manage Software Retirements
- Strategic Conformance: Summary
- Strategic Conformance: Knowledge Check

Module 6: Reporting & Analytics

- Reporting & Analytics: Module Introduction
- Reporting & Analytics Overview
- ServiceNow Performance Analytics
- Dashboards
- Reporting & Analytics: Summary
- Reporting & Analytics: Knowledge Check