

Software Asset Management (SAM) Core: 70-713

Exam Preparation Module 2



MANAGE SOFTWARE LICENSES

This module focuses on the main activities of a SAM Baseline Review: collecting inventory and license entitlement information, and performing a reconciliation.

INVENTORY

When collecting inventory information:

- Choose the right tool
- Confirm the scope
- Assess the challenges

When validating accuracy of inventory information, it is good practice to take a sample and independently verify specified license metrics. For example, you could verify user count against employee records.

TOOLS

System Center Configuration Manager

- ✓ A unified management console with an automated set of administrative tools to deploy software, protect data, monitor health, and enforce compliance across all devices
- ✓ Inventory (needs enabling in the console)
- ✓ Metering (useful for identifying licenses which can be reassigned if software has not been used for more than 90 days)
- ✓ Requires the purchase of a software license

Microsoft Assessment and Planning (MAP) Toolkit

- ✓ Discovery and inventory of computers and applications
- ✓ Software usage tracking
- ✓ No licensing requirements
- ✓ No agents required



LICENSE ENTITLEMENTS

License entitlement records are the information sources which prove that the customer has the rights to run the software. Many businesses will acquire most of their Microsoft licenses through a Volume Licensing agreement and the **Volume Licensing Service Center (VLSC)** will show their license entitlement information.

The **Microsoft License Statement (MLS)** also shows license entitlements and is an Excel spreadsheet requested from Microsoft that gives a view of the licenses that Microsoft consider that a customer has acquired at any moment in time.

Software that was not purchased through a Volume Licensing program, but through OEM (pre-installed) and FPP (Full Packaged Product) needs to have "Proof of License" information (for example, Certificates of Authenticity, invoices and receipts) gathered manually.

RECONCILIATION

The reconciliation task is where the installations of software are matched up to the entitlement data, and takes place in the **License Management** tool.

This results in reports such as the **Effective License Position (ELP)** report which will give a view of where the organization is under-licensed and non-compliant, or over-licensed and perhaps wasting money on unnecessary software purchases.



APPLYING THE SAM OPTIMIZATION MODEL

The maturity of an organization's processes with regards to managing software licenses can be assessed using the SAM Optimization Model (see Module 1 for more details)

Key Competency	Basic	Standardized	Rationalized	Dynamic
Hardware and software inventory	No centralized inventory or less than 68% assets in central inventory.	Between 68% and 95% of assets in inventory.	Between 96% and 99% of assets in inventory.	The % is tracked and is greater than 99%. Exceptions are continuously decreasing.
Accuracy of inventory	Manual inventory; no discovery tools.	Inventory sources reconciled annually.	Inventory sources reconciled quarterly.	Dynamic discovery tools provide near real-time deployment details.
License entitlement records	Procurement manages contracts which are not accessed by IT managers.	Complete entitlement records exist across the organization.	Entitlement records reconciled with vendor records.	SAM entitlement system interfaces with vendor entitlement to track usage.
Periodic evaluation	IT operations managed on an ad-hoc basis.	Annual sign-off on SAM reports.	Quarterly sign-off on SAM reports.	System reconciliations and ITAM report available on demand.

Further Microsoft Licensing and Software Asset Management handouts and exams: GetLicensingReady.com