ServiceNow Software Asset Management (SAM) Professional Fundamentals

Duration: 3 Days   Course Code: SNSAMPF

Overview:

Learn to manage the software asset life cycle from planning to disposal.
This three-day training course aims to introduce you to the ServiceNow® Software Asset Management Professional product and familiarize you with techniques and best practices for creating and managing software assets throughout their lifecycle. The session format will alternate between discussions and labs giving you an opportunity to explore the application and apply the concepts learned.
Software Asset Management (SAM) is a company's strategy for managing software license use rights to maintain software compliance to publisher contractual obligations. The Software Asset Management Professional product facilitates the tracking, evaluation, and management of software license rights, compliance, and optimization.
Working in conjunction with other ServiceNow platform products, software license rights can be requested, procured, managed to software contracts, allocated to users or devices, and reclaimed. Software installations can be discovered, normalized, and reconciled to software products, models, entitlements and allocations to quickly identify the software license position.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

The ServiceNow Software Asset Management course is for customers, partners, and employees who implement and administer features, functions, and data associated with software assets. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities: ServiceNow Implementer ServiceNow System Administrator Software Asset Manager

Objectives:

- A combination of lecture content and lab work helps attendees achieve the following:

- Manage the software asset life cycle from planning to disposal

- Manage software license (models, entitlements, and metrics)

- Control the cost of purchasing and managing software assets

- Use software discovery and normalization

- Reconcile and achieving software compliance

- Control software usage and reclamation

- Improve software asset services to end users

- Create standards and processes for managing software assets

Prerequisites:

- SNF - ServiceNow Fundamentals
- SNPI - ServiceNow Platform Implementation

Content:

Module 1: Introduction to Software Asset Management

Objectives of Module 1:

- 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 of Module 1:

- 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

Module 2: Trustworthy Data

Objectives of Module 2:

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

Agenda of Module 2:

- 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

Module 3: Practical Management

Objectives of Module 3:

- 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 of Module 3:

- 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

Module 4: Operational Integration

Objectives of Module 4:

- 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 of Module 4:

- 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

Module 5: Strategic Conformance

Objectives of Module 5:

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

Agenda of Module 5:

- 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

Module 6: Reporting and Analytics

Objectives of Module 6:

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

Agenda of Module 6:

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

Additional Information:

Course Format
ServiceNow® Software Asset Management Professional is a 3-day course taught both as Instructor-led training (ILT) and Virtual Instructor-led training (VILT) in multiple time zones throughout the world.

Demonstrations
Multiple demonstrations are provided throughout the course to aid students in visualizing the lecture concepts.

Structured Discussions
Though classroom discussion will occur throughout the course, several specific discussion points have been identified within the course to aid students in increasing comprehension of the material as well as to aid in applying the concepts learned to their individual roles and organizations.

Hands-On
Extensive hands-on exercises are included with each course module to reinforce the lecture concepts
and provide practical experience. An optional Software Asset Management Professional simulated environment will be available on day three to each student, as desired. The simulator contains a number of platform tasks that have been covered in the course and will be used to help students validate their end-to-end lifecycle comprehension of ServiceNow® Software Asset Management Professional.

Group Activities
Several instructor-led group activities such as knowledge checks, concept reviews, and open discussions are embedded throughout the course flow. Participants can validate their newly acquired knowledge as well as benefit from real-life business scenarios shared by fellow students.

Certification
At the end of the course, students will receive a voucher that enables them, if desired, to take the exam to become a ServiceNow® Certified Software Asset Management Implementer.

Differentiators
Unlike ServiceNow Fundamentals, which have a broader focus on the platform, the ServiceNow Software Asset Management Professional Fundamentals course is focused on providing attendees with the skills necessary to implement and administer the features, functionality, and data necessary for managing software assets within ServiceNow.

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

training@globalknowledge.qa

www.globalknowledge.com/en-qa/

Global Knowledge, Qatar Financial Center, Burj Doha,Level 21, P.O.Box 27110, West Bay, Doha, Qatar