



Solution Brief: Software Asset Management Assessment

The most efficient and complete way to analyze current SAM practices and compare them to industry standards and frameworks such as the ITIL SAM Best Practice Framework and ISO 19770-1 SAM Process Standard. With this service, you will receive a 360° view and detailed assessment of all Software Asset Management practices.

“Soft-Aid’s assistance was invaluable; with their help, we were able to examine our IT policies and procedures and were given the specific guidance we needed to implement and maintain a solid SAM program. We can now effectively manage our software assets.”

-Ken Wolf, IS Department Manager
Southland Log Homes

A Solution to Enable your Business

Our SAM Assessment Services are ideal for organizations that:

▶ Need to establish a baseline or benchmark for how they control software and other IT assets, typically for regulatory, license compliance, or cost reduction purposes.

▶ Want to reduce the risks and exposure to regulatory and license compliance audits.

▶ Want to ensure that industry best practices are being followed that are suitable for their organization and compare favorably to similar companies.

▶ Want to formally compare current SAM practice maturity to the ITIL SAM Framework, ISO 19770-1 SAM Process Standard, and other IT Governance frameworks.

▶ Want to understand the business drivers for ongoing management of software assets and develop a business case with clear justification for doing so.

▶ Want to ensure that they have done sufficient disaster recovery and business continuity planning.

▶ Want to clarify the roles of improved processes or technology and reallocate human resources to more effectively manage software assets.

▶ Want a clear roadmap and set of actionable recommendations for improving SAM processes in their organization.

▶ Want to ensure that they have the right capabilities to meet the organization’s SAM needs and demonstrate that they have ways to monitor and measure performance.

The need for these services can be evidenced by answering several questions:

▶ Does your organization have a documented program in place for managing software assets, with responsibilities clearly assigned?

▶ Are you certain that you have the right controls in place to ensure that installation media is secure and available for disaster recovery?

▶ Do you maintain a centralized database of software installations and licenses that can be quickly accessed?

▶ Can you verify within a week that you are in license compliance?

▶ Are you certain you are consistently obtaining the best price on new software?

Benefits of Soft-Aid SAM Assessment Services

Reduced Risks

Eliminate legal and financial risks by ensuring that you are properly licensed and adhering to IT Asset Management guidelines as they are impacted by regulatory requirements.

Follow Industry Best Practices

Ensure an effective SAM program implementation. Our recommendations are based on industry-recognized best practices, including those documented in ITIL and the ISO SAM Process standard.

Developed Roadmap with Benchmarks

Obtain a roadmap of the steps to move to an optimal SAM position, which includes people, process, and technology requirements.

Minimized Costs and Maximized Returns

Realize the business value of implementing a SAM program. Optimize costs from license expenditures and reduce the costs of managing software assets.

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For More Information

To begin taking the steps to implement a Software Asset Management (SAM) program, contact us at info@aid.com or by phone at **781-569-0410**. You can also visit our website:

www.aid.com

Strategic Consulting Services that Get Results

Effective SAM practices enable savings at every stage of software asset life, from planning and procurement, through deployment and maintenance, to eventual retirement. Soft-Aid uses a four step approach to assess an organization's current SAM practices.

Step 1: Identify current SAM position

We will begin assessing SAM maturity by identifying and working with personnel and stakeholders who have Software Asset Management responsibilities.

Using assessment tools that incorporate ITIL and ISO SAM best practice elements, we will conduct in-depth interviews to assess whether business drivers and objectives are established, achievable, and shared across the organization. We also establish what SAM processes and tools are currently in place and begin to assess their adequacy for your organization.

We will begin assessing whether your Software Asset Management practices meet IT governance requirements and internal standards. We assess, for instance, whether license compliance and security risks from unpatched and undesirable software are appropriately mitigated.

Ultimately, we begin ranking how software assets are being managed across several elements that include: overall management, core asset management, logistics, verification and compliance, and relationship processes.

Step 2: Validate results

We confirm the answers and validate the information that was provided. We compare results and highlight differences for further investigation. Our role is to differentiate between the perceptions of SAM personnel and the reality in your environment.

Step 3: Analyze and compare current SAM practices to industry-recognized standards and frameworks

We compare your current SAM practices to industry-recognized standards and frameworks such as the IT Infrastructure Library (ITIL) SAM best practices framework and the ISO SAM process standard (19770-1). We also compare your current SAM practices to those that have provided the best results to companies similar to yours.

We identify your level of SAM maturity by measuring the capabilities of your current SAM practices. We do this by assessing individual processes against predefined measurement criteria. Feedback is provided in the form of a SAM scorecard. In addition, we provide a report with a set of actionable recommendations for improving

existing practices and/or implementing a SAM program.

Step 4: Provide recommendations for developing an effective program of SAM practices.

We provide a complete quantitative assessment of your current SAM practices as well as practical recommendations for developing the right SAM program for your organization.

We present key findings to senior management and other appropriate personnel in your organization. Our report and presentation can include:

▶ Recommendations that identify the proper roles and responsibilities for managing software assets and the necessary training to do so.

▶ Recommendations regarding the policies, processes, and procedures that are necessary to effectively govern software assets.

▶ Recommendations that help with selecting, implementing, and optimizing SAM tools for your environment.

▶ A business case for implementing the right SAM practices and developing a SAM program.

The Soft-Aid Advantage

Our team consists of former IT Directors, IT Asset Managers, Software Account Managers, and Licensing Specialists, who have provided SAM services for over one hundred clients.

We specialize in understanding and applying SAM standards and frameworks such as the IT Infrastructure Library's (ITIL) SAM Best Practice Guide and the International Organization for Standardization's standard for SAM (ISO 19770-1).

We use refined SAM tool sets, including SAM maturity models, policy templates, and current licensing position analysis tools, to provide strategic insight into your IT environment.

We employ proven project management strategies that factor in the unique aspects of SAM engagements to ensure projects are done on time, on budget, and correctly.

We provide up-to-date and unbiased information about software publisher licensing models and contractual terms and conditions to help you understand your licensing options.

Soft-Aid

The Software Asset Management Specialists

781-569-0410 www.aid.com