



Use Case:

Manage Software

Lifecycles

UCN001_0003

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1. Preparation

1.1. Outcome

Take command of your software assets.

Software can represent over 20% of IT budgets, and managing it is complicated. Dynamic environments and increasingly complex licensing schemes prohibit visibility into use and entitlement. Legacy point tools require fragile integrations that must be monitored, managed, and maintained. The result is an inefficient IT patchwork that ineffectively addresses the software visibility issue.

Take control of licenses by procuring, managing, and optimizing the software needed to align with the business using Software Asset Management (SAM). Embedding SAM natively into everyday IT management is a proven game changer. Get even more value out of existing Now Platform investments and intuitive workflows to modernize and simplify how work gets done

1.2. Characters

Name	User Role/ Personal	Login ID	Password
Admin	System Admin		
Casey Kuhn	Software Asset Manager		
Joe Employee	End User, Requestor		

1.3. Products and Platform Features

List each of the products and platform features highlighted in the narrative.

Name	Description	Documentation or Video	SKU
SAM-Pro	Microsoft True-Up SAM Dashboards		SAM-Pro

1.4. Steps before delivering a SAM demo

Before we get started, let's refresh the SAM compliance positions.

- Logon as **Casey Kuhn**.
- We've created a list of **Favorites** for Casey Kuhn.
- Click **SAM Demo Prep** from the Favorites.
- Click **Historical Results** from the Favorites.
- Confirm **Reconciliation Results** job is complete.

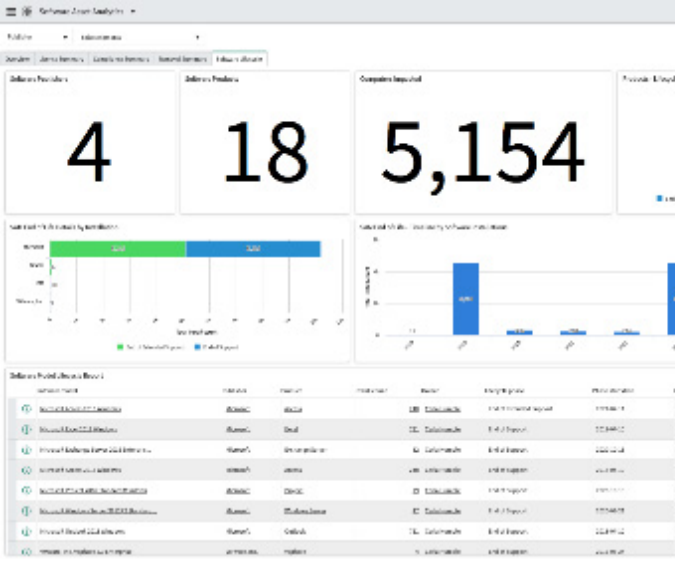
Number	Last reconciled	Run for	Publishers	Group	Subgroup	Status	Progress
RR000007	2019-08-27 15:01:01	All Publishers	None	None	None	Completed	100%
RR000008	2019-08-27 15:51:20	All Publishers	None	None	None	Completed	100%
RR000003	2019-08-27 13:12:51	All Publishers	None	None	None	Completed	100%
RR000009	2019-08-28 08:48:41	All Publishers	None	None	None	Completed	100%
RR000002	2019-08-27 09:27:57	All Publishers	None	None	None	Completed	100%
RR000001	2019-08-27 04:21:51	All Publishers	None	None	None	Completed	100%
RR000005	2019-08-27 14:40:12	All Publishers	None	None	None	Completed	100%
RR000006	2019-08-27 14:41:04	All Publishers	None	None	None	Completed	100%
RR000004	2019-08-27 13:27:57	All Publishers	None	None	None	Completed	100%

2. Use Case: Manage Software Lifecycles

Use case description: Proactively identify and mitigate risk associated with legacy software. Expose software that has exceeded or approaching end of life, end of support, or end of extended support.

Persona: Casey Kuhn – SAM Admin

Demonstration Steps:

Topic	Narrative	Navigation Notes
<p>Software Lifecycles</p>	<p>We include lifecycle data in our Content Library.</p> <p>The lifecycle data is tied to the Software Model and is updated as part of the normalization loop.</p>  <p>*** This dashboard created for DemoHub, not available OOB.</p> <p>We can see Software Models that have an End of Life (EOL), End of Support (EOS), or End of Extended Support (EOES) date in the past or that are approaching within the next 180 days.</p> <p>This is important because when a Product Version is no longer supported by a Publisher, this often means the Publisher will no longer release patches.</p>	<p>Click SAM Overview in your Favorites</p> <p>Click on the Software Lifecycle tab.</p>

	<p>This could introduce security/vulnerability threats into the environment.</p> <p>Example: Make sure you don't have versions of SQL Server installed that are no longer supported by Microsoft.</p> <p>Stay tuned for more to come around this space.</p> <p>Congrats, you completed the Use Case.</p>	
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