



Use Case:

Managing Application

Portfolios

UCN001_0004

May 2020

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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.

The screenshot shows a software interface titled 'Reconciliation Results'. It features a table with columns for 'Number', 'Last reconciled', 'Run for', 'Publishers', 'Group', 'Subgroup', 'Status', and 'Progress'. All entries in the table show a status of 'Completed' and a progress of '100%'. The interface also includes search bars, a filter dropdown, and pagination controls.


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%

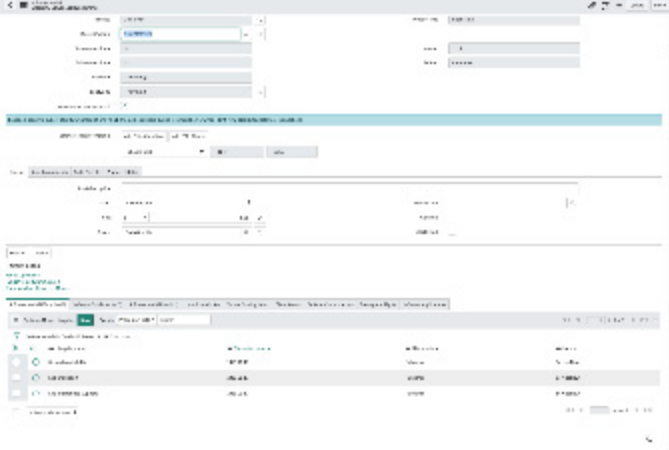
2. Use Case: Managing Application Portfolios

Use case description: If the customer has APM, the lifecycle data from SAM can be visualized to show the relationship between business applications and the lifecycles for the underlying software models that support it.

Persona: Casey Kuhn – SAM Admin

Demonstration Steps:

Topic	Narrative	Navigation Notes
<p>APM + SAM</p>	<p>SAM lifecycle data and APM make a great Better Together use case!</p> <p>Technology Portfolio Management is all about understanding what business applications you own, the services and application instances associated with them, and the underlying technology components which support the business application.</p> <p>The idea is to leverage the software library from SAM in the context of our business applications to give us a timeline view of the lifecycles of the supporting software models.</p> 	<p>Click APM Technology Lifecycles from your Favorites</p> <p>When the timeline opens, drill into a Business Services to see the Software Models with lifecycle data</p> <p>Click on the Legend icon on the top right for more details.</p> <p>Click the Oracle DB Server 12c R1 Enterprise in the left panel to go into</p>

	 <p>Software Lifecycle data allows the APM team to open Demand and/or Projects records to reduce risk by updating software before it reaches EOL/EOS.</p> <p>Example would be creating a Project to find all the servers running Oracle DB Server 12c R1 Enterprise and upgrading to the new version before the Product goes End of Life or End of Support.</p> <p>There will also likely be SAM licensing cost involved to upgrade Oracle.</p> <p>Good thing we are doing everything in a single platform!</p> <p>Congrats, you completed the Use Case.</p>	<p>the Software Model.</p> <p>Scroll down and open the Software Model Lifecycle tab to show the lifecycle data.</p>
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