



Use Case:

Integration of ITSM

and SAM

UCN001_0005

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Table of Contents

1.	Preparation	3
1.1.	Outcome	3
1.2.	Characters	3
1.3.	Products and Platform Features	4
1.4.	Steps before delivering a SAM demo	4
2.	Use Case: Integration of ITSM (Change Mgmt) and SAM	5

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 search bar, a 'Progress' dropdown, and a table with columns for 'Number', 'Last reconciled', 'Run for', 'Publishers', 'Group', 'Subgroup', 'Status', and 'Progress'. The table contains 9 rows of data, all with a 'Completed' status and 100% progress. At the bottom, there is a button labeled 'Actions on selected rows...' and a pagination indicator '1 to 9 of 9'.


Number	Last reconciled	Run for	Publishers	Group	Subgroup	Status	Progress
RR000007	2019-08-27 15:01:02	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 13:12:55	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: Integration of ITSM (Change Mgmt) and SAM

Use case description: Automatically project software license costs based upon proposed changes to configuration items. License change projections are exposed natively within change management for consideration during the change approval process.

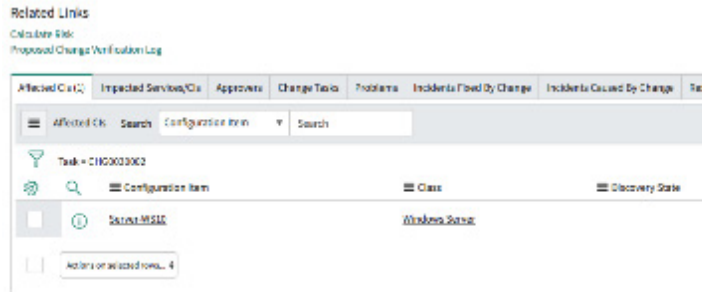
Persona: Casey Kuhn – SAM Admin

Demonstration Steps:

Topic	Narrative	Navigation Notes
<p>License Change Projection</p>	<p>Change Management is a core ITSM function, which often has a significant impact on software license costs in the datacenter. This impact often goes unnoticed due to the time and effort required to create an accurate projection of the impact based on the changes being proposed.</p>  <p>Let's look at an example of a very common IT change request: Increasing the CPU resources on a server.</p> <p>Description: Increase CPU from 4 to 8 Cores due to performance issues</p> <p>Here we see a Change submitted to add cores to a server to speed up performance.</p> <p>As part of Assessing the Change, ServiceNow determines there is a licensing impact and displays the <License Change Projection> tab with details.</p> <p>In this tab we can see details of the current software license spend as well as the projected spend if the</p>	<p>Click Change Request - CHG0030002 from your Favorites</p> <p>Click on the License Change Projection tab.</p>

change is performed. We also see the graph to help visualize the financial impact of the proposed change.

The details of this license change projection are broken down by affected CI in the related list of the license change projection.



Here you see the current and projected spends for each affected CIs along with the licensing impact of the proposed change.

Having **License Change Projections** exposed within Change Management is a differentiator for makes **SAM + Change** one of the more powerful Better Together use cases.

Customers can now avoid the risk of unbudgeted spend during audits or true-ups from Changes that were approved without consideration of the SAM license impact.

Congrats, you completed the Use Case.

Contact

Daniel Kirch

Manager, Value Chain Transformation
T +49 201 455-8906

dkirch@kpmg.com

Dr. Thomas Weinzierl

Assistant Manager, Value Chain Transformation
T +49 40 32015-4748

tweinzierl@kpmg.com

www.kpmg.de

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