SAM Monthly Best Practices Webinars

Session 19: SAM Operations Hub

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Agenda

- 1. Last session's pointers and answers to questions
- 2. News
 - 1. Updates in the Best Practice Hub
 - 2. ITAM / FNMS 2022R2.4
- 3. SAM Operations Hub
 - 1. The SAM Operations Hub positioned in the ITAM evolution
 - 2. General approach
 - 3. Underlying reports

Last Session: SAM Optimization Hub

- Useful pointers
 - Recording and PowerPoint: <u>here</u>
- Answers to questions:
 - Will these reports be on premise
 - Yes, as well as the Hubs
 - Why does the VM Inventory not update when we mark a device as 'Ignored'? It is very frustrating when trying to ascertain what is active and what has been decommissioned!
 - Nothing prevents inventory from updating an ignored device. That's why we have the "Recently Inventoried Ignored Devices" report in the Operations Hub

News

- ITAM ITAM 2022 R2.4
 - End Of April
 - Will include
 - The SAM Operations Hub (snapshot, trend, Enterprise filter)
 - More reports of the Operations Hub (vCenter Inventory issues, Unrecognized Installer Evidence analysis...)
 - Intune Inventory Adaptor
- The "<u>Best practice Hub</u>"
 - Gives many pointers to existing best practice and visibility on the 3 coming Hubs.
 - Information on the new Cloud Migration License Impact Simulation Engine
- Please check if you received the
 - Flexera March ITAM Newsletter

F	iexera	1	SAM Operations I KPI dashboard	Hub				
		Q	KPI	Explanation	Value	Total scope	%age of scope	Performance
<u></u>	Home	^	Number of failed tasks in run (Details)	A system task that file leads to inaccurate / not up to date information and must be fixed (<i>lulore linio</i>)	1	7	15%	
*	Favorites		Beacons that don't report correctly (Details)	All inventory files transit through beacons (More Info)	0	0	0%	
1	Workspaces		Number of orphan VMs (Details)	Non cloud VMs without host are the sign of decomissioning process issue or vCenter import issue (More Info)	400	10,000	4%	
38 38	Dashboards		Number of merged devices (different sources) (Details)	Big cause of false positives (More Info)	4,000	20,000	20%	
ŝ	Business Services		Number of merged devices (same source) (Details)	(More Info)	300	6,000	5%	
"	IT Visibility		Unlicensed Commercial Installations (Details) Unprocessed Purchases (Details)	These installations are under the radar (More Info)	20,000	200,000	10%	
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9	Applications & Evidence	2	145					
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Ś	Automation		🖉 Orphan VMs 🔗 Merged devices 🔗 Failing Tasks 🖉 Unprocessed PO					
\$	Procurement		Can I trust my inventor					
	IT Asset Requests		Are my inventory import syste his should be the first check of the day. Th	rm tasks successful? re system tasks screen shows on failing task. This requires a fo	c			

Flexera ITAM Best practice information available in Flexera Community



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This is all about sharing and applying best practices

You may have seen here and there interesting KB articles, using the powerful customizations possibilities of FNMS to provide extensions to the out of the box value for reporting or automations... The issue is that the articles are spread and unless you know what you look for you may miss some interesting information.

The purpose of this post, that will be extended over the time, is to provide you with a "SAM Best Practices Hub", a single pane of glass to understand and use the published solutions and the coming features: SAM Optimization Hub in 2022 Q3, SAM Operations Transparency Hub in Q4 2022, a SAM Data Transparency Hub in 2023... where these best practices will be progressively incorporated.

The solutions are addressing both ends of the "SAM Maslow Pyramid" (from bottom to top) and are anticipating where Flexera goes with SAM:

- Provide data and KPIs to monitor the health of your SAM Project. The custom reports will
 gradually be included in the SAM Operations Transparency Hub... Planned for 2023 Q1
- Provide transparency on your SAM data (usage, Oracle instances and options details, overview on SAP inventory...). The *SAM Data Transparency Hub* is planned for 2023 Q2
- Provide the high end value that does beyond compliance, with a focus on Optimization. Most of
 reports have been productized in 2021/2022. The SAM Optimization Hub delivered in 2022 Q4

SAM Operations Hub

Agenda

- 1. The SAM Operations Hub Positioned in the ITAM evolution
- 2. General approach
- 3. The underlying reports

ITAM Phased evolution

Solid and accurate	Solid design, scalable, complex License Types, powerful normalization, extensive coverage, multi- inventory (SCCM, LANDesk), Management of virtualization, Oracle db verified	Cloud version, PVU licensing, Replacement of ILMT, Oracle Verifications (Middleware, Java), Management of Streamed Applications (Citrix (+ Cloud), Horizon, containers (+ PVU)	NextGen Reconcile, zVMs, Intune, Container consumption for more publishers, Nutanix Prism
Clever and useful	Simulation engine		Cloud migration License Impact simulation engine, intelligent allocation and exemption, Optimization in licenses
Show value Business Centric		SAM Optimization Hub	AM Operations Hub, SAM Publisher Hub
Attractive and integrated		w	Ise ITV normalization, Better integration ith SaaS Manager, Good Data Reporting, cross domain navigation, refreshed UI, Provide Cost Information to Business Services
	010 2015	2020	2025

Our focus for this session

Solid and accurate	Solid design, scalable, complex License Types powerful normalization, extensive coverage, mu inventory (SCCM, LANDesk), Management c virtualization, Oracle db verified	Ilti- (Middleware, Java) Management of Container consumption for more
Clever and useful	Simulation engine	SAM Optimization (Oracle, Windows Server SQL Server, Red Hat, Named User Applications and subscriptions), Intelligent restriction
Show value Business Centric		SAM Optimization Hub SAM Operations Hub, SAM Publisher Hub
Attractive and integrated		Use ITV normalization, Better integration with SaaS Manager, Good Data Reporting, cross domain navigation, refreshed UI, Provide Cost Information to Business Services
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Key Vendor Optimization

SAM Operations Hub

- Summarize Key Performance Indicators on key operations topics
 - Data quality
 - SAM technical performance
 - SAM operations performance
- Provides drill down to the reports for additional details
- More information in the <u>Best</u> practice Blog

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General Approach

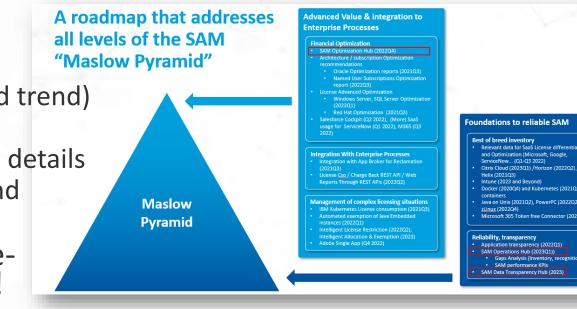
• Second SAM Hub of a series (see next slides)

• Goal:

- Provide transparency on data quality / SAM processes performance to operations team
- Establish trust in SAM tool

Approach

- Provides SAM Performance KPIs (current and trend)
- Provides slicing through Enterprise Filter
- New (or not) reports and screens provide all details
- Report's documentations provide context and needed actions
- Good SAM data and processes are a prerequisite to relevant SAM Optimization!



Key Vendor Optimization

SAM Publisher Hub

- Vendor to Application Publisher normalization
 - New calculated Publisher field for vendors
- Application Publisher Centric full picture on SAM
 - Inventory (with trend)
 - Compliance (with Trend)
 - Contracts and upcoming renewals
 - Spend by quarter / contract
 - Unrecognized evidence
 - Drill down to new Publisher screen & detail



Reports and screens that support the Operations Hub

• Reports

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- Possible Options False Positives From OEM
- Merged Devices Issues Analysis
- Oracle Inventory Troubleshooting
- vCenter Inventory Troubleshooting
- Licenses Issues Analysis
- Unrecognized Installer Evidence Analysis
- Licenses Compliance And Unlicensed Products Risks
- VMs Inventory Gaps From vCenters
- SAP Systems Inventory Details

• Screens

- Contracts To Be Renewed (90 Days)
- Failed System Tasks In Last Run
- On-Premises Orphaned Virtual Machines
- Unlicensed Commercial Installations

Thank you!

About Flexera

Flexera delivers SaaS-based IT management solutions that enable enterprises to accelerate digital transformation and multiply the value of their technology investments. We help organizations *inform their IT* with definitive visibility into complex hybrid IT ecosystems, providing unparalleled IT insights that allow them to seize technology opportunities. And we help them *transform their IT* with tools that deliver actionable intelligence across an ever-increasing range of dimensions to effectively manage, govern and optimize their hybrid IT estate.

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