SAM Monthly Best Practices Webinars

Session 12: Managing SAM Operations (Project / run) in ITAM / FNMS

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September 8th, 2022





Agenda

- Last session pointers and answers to questions
- News
 - Updates in the Best Practice Hub
 - ITAM 2022R1.6/FNMS 2022R2.2
- Managing Operations
 - Our documentations... a need for a big picture
 - Our online trainings are good for getting it
 - Context: what is SAM? What is ITAM / FNMS?
 - Managing operations in the "Project" phase (new vendor)
 - Managing operations in run phase
 - The coming SAM Operations Hub

Last Session: Reporting in ITAM / FlexNet Manager

- Useful pointers
 - Recording and PowerPoint: <u>here</u>
- Answers to questions:
 - No question!

 The "Best practice Hub" gives many pointers to existing best practice and visibility on the 3 coming Hubs. New link to SAM Best practices calls, more details on the SAM Data transparency Hub

 Please check if you received the Flexera August ITAM Newsletter Flexera Community > FlexNet Manager > FlexNet Manager Blog > Flexera ITAM Best practice information available in Flexer

Flexera ITAM Best practice information available in Flexera Community



Apr 19, 2022 02:40 AM

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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:

Towards a SAM Operations Hub: transparency and KPIs on operations (*Planned for 2022 Q4*)

Let's start with the foundation: there are key questions that any SAM Manager must have answers to before even thinking about compliance or optimization... This structure anticipates the SAM Operations Hub that will provide KPIs and answers to these questions

Can I trust my inventory?

The Maslow Pyramid for Flexera ITAM

Exciting and shiny

Boring but so necessary,

pre-requisite to the fun part Reliable integrations with inventory

Charge back

Are my inventory import system tasks successful?

This should be the first check of the day. The system tasks screen (*Out of the box*) (Only show last run = Yes, Status = failed) will give the right data and the logs.

Are my beacons reporting correctly?

Beacons are key components of the ITAM architecture that transfer all inventory and discovery files run inventory tasks, schedule business imports, upload logs... A beacon could stop reporting due to the Beacon Engine Service being stopped, the upload scheduled task disabled, authentication issues (agents can't connect to the Beacon inventory web service and upload NDI files...).

The <u>Beacons</u> screen (*Out of the box*) gives the list of beacons with status, pending upload files data. Each beacon detail record gives detailed upload status.

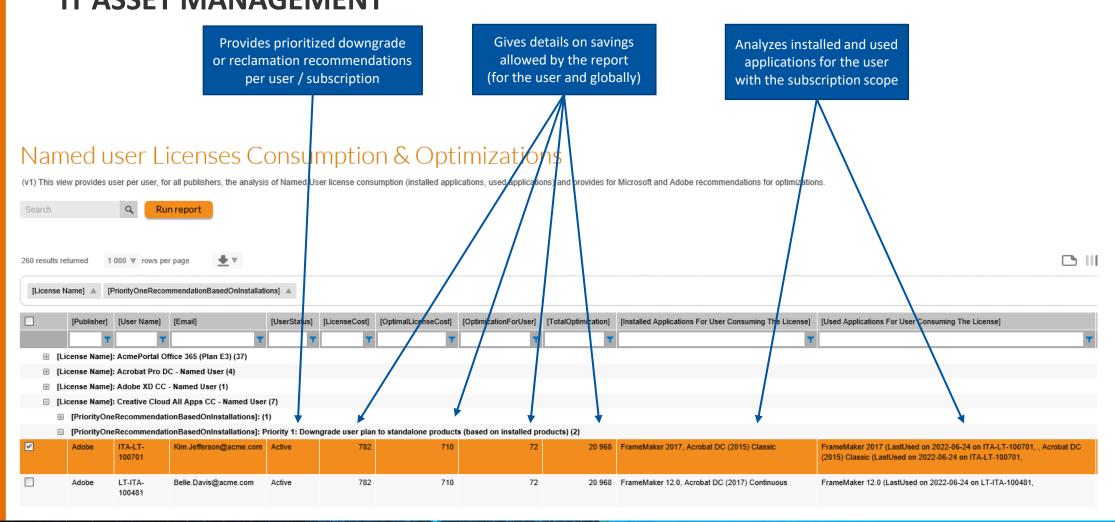
Is my inventory exhaustive? Does vCenter report VMs that are not inventoried?

<u>Virtual Machines Inventory Gaps from vCenter</u> report catches the VMs reported by vCenter imports but not inventoried with an agent.

Virtual Machines Inver	ntory Gaps From v	Centers (NR)				
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Key Vendor Optimization

Named user subscription optimization report IT ASSET MANAGEMENT





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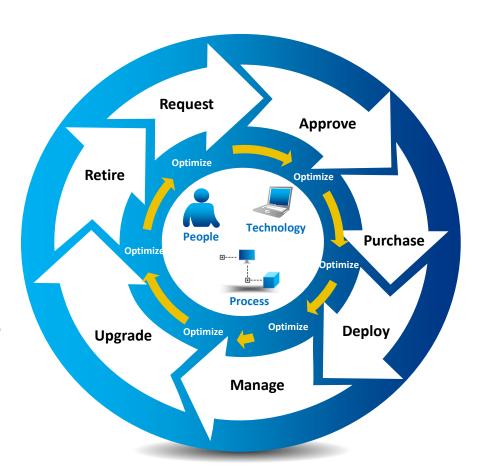
Where you can get information today

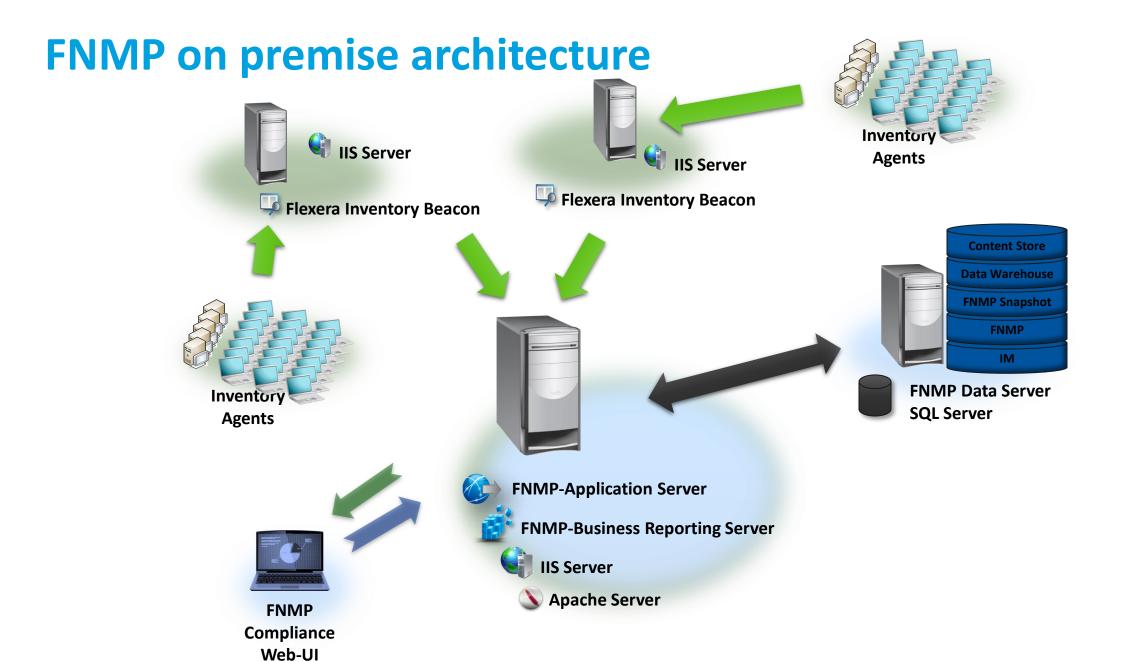
- The documentations (UI, technical)
 - https://docs.flexera.com/,
 - https://docs.flexera.com/?product=FlexNet%20Manager%20Suite%20Cloud
- The Learning Center
 - https://learn.flexera.com/
 - https://learn.flexera.com/series/spend-optimization-with-flexnet-manager-suite
- The Practice guides (in Learning Center)
 - https://learn.flexera.com/series/flexera-practice-guides
- Two nice FNMS Operations summary (128 pages) and FNMS Operations (1858 pages) collector guides for FNMS 9.2
- A Customer Community post:
 - Short Practice Guide on Managing SAM Operations in FNMS / Flexera One ITAM



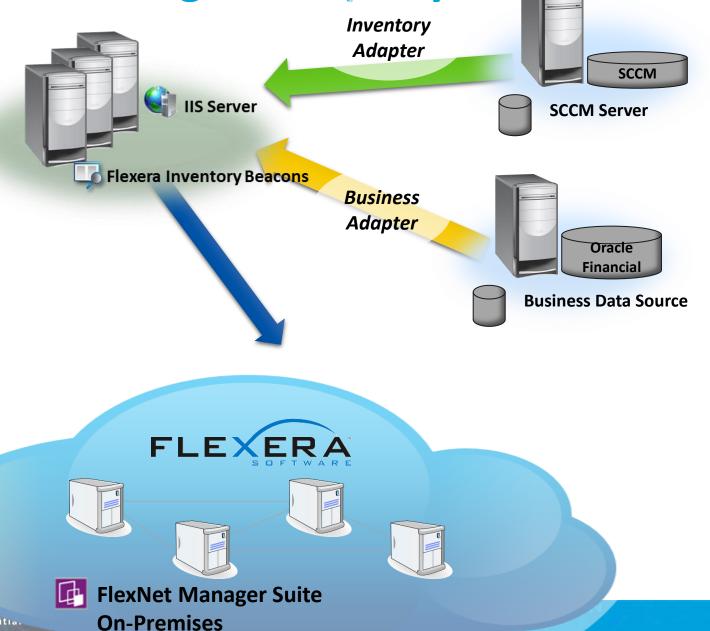
What is Software Asset Management?

- Management of the life Cycle of applications (Purchase requests, purchase of licenses; software deployment, control, change.....)
- With a focus on:
 - Inventory
 - Purchase and entitlements management
 - Software reconciliation (Compliance Management)





Beacons also manage third party connections



Flexera One solutions

FLEXERA ONE



IT Visibility

Technopedia catalog and identification

Technology data hub

Decision-ready technology intelligence



IT Asset Management

Comprehensive data for licensing

Key vendor optimization

Hybrid excellence



Cloud Optimization

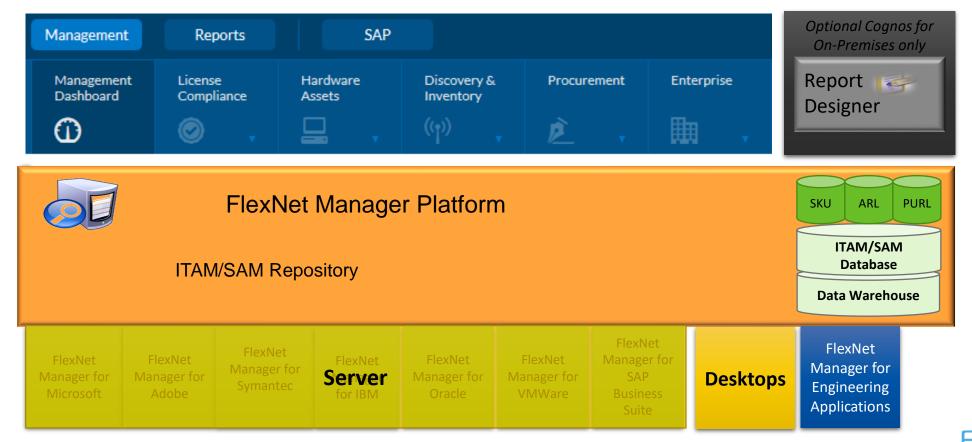
Automated business services
360° multi-cloud support
Extensible automation

Platform overview









Reconciliation Finance **License Entitlement Position Software Access** V\$ **Software** Licenses **Contract Inventory Purchase Details** Consumption **FNMP Data** Repository Hardware **Inventory** Reconciliation **Engines** Purchase



Details

This Compliance is

The result of a best of breed Contract / Purchase / Inventory / Reconcile

Solution

Hardware Asset Management



CMDB, Configuration Items
Service Request, Incident, Problem, Change

Optimized License Position

Product Use Rights Library (PURL)



Apply use rights and process to optimize license consumption and reduce spend

License Compliance Position

Application
Recognition Library
(ARL)







Stock Keeping Unit Library (SKU)

FlexNet Manager + Inventory Importer

Inventory Data

- HardwareSoftware

Process and Governance

Application Usage

Entitlement Data

Business Importer

- Purchase Orders
- Contracts
- Business Data

Automated data feeds

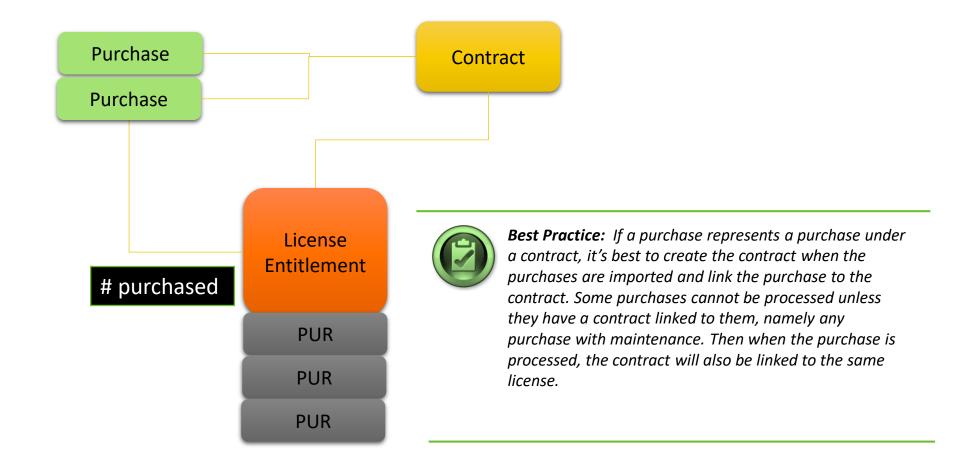
Flexera-supplied content

Use Rights understood

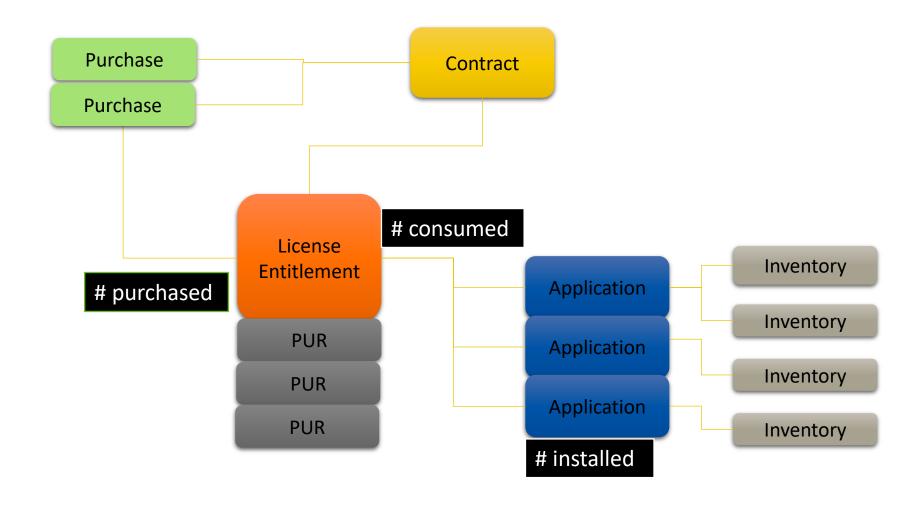
Data available for other processes / areas

Management dashboards

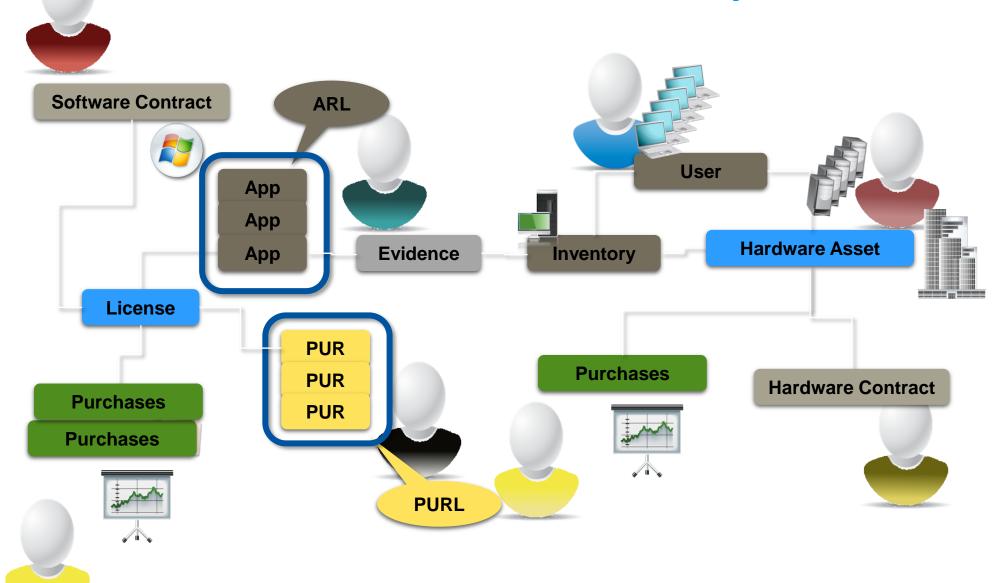
Records in FNMS - Licenses Purchased



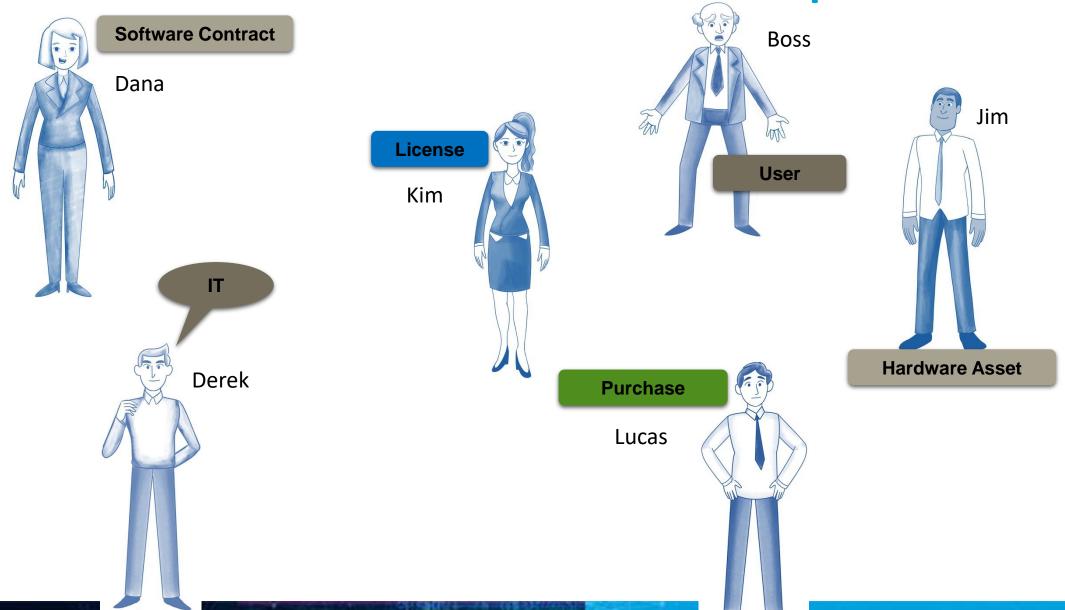
Records in FNMS – Licenses Consumed



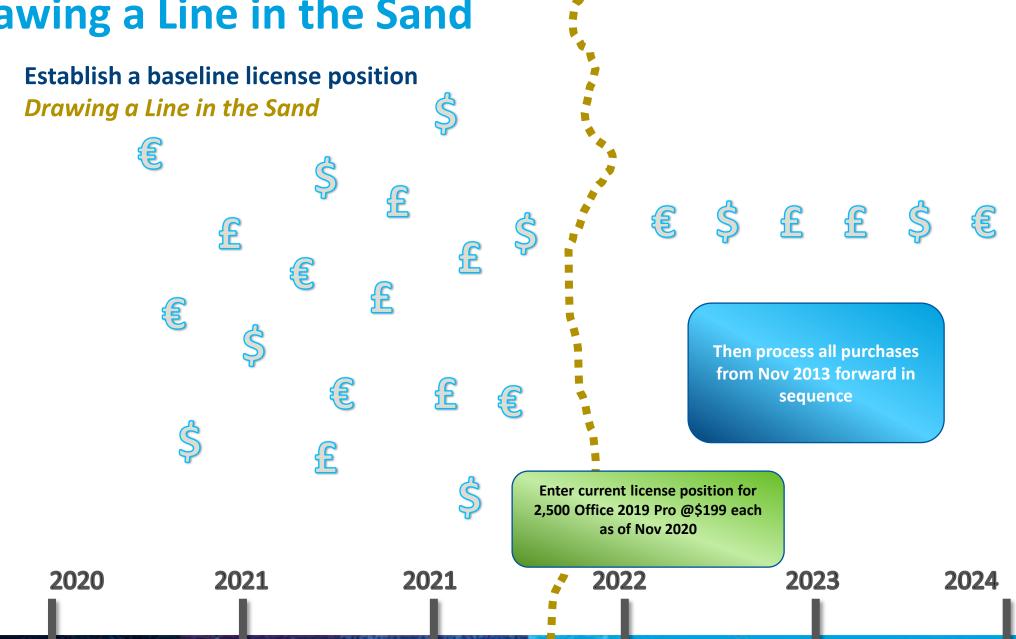
Different Roles for Different Data & Disciplines



Different Roles for Different Data & Disciplines



Drawing a Line in the Sand



Project Phase

- Prioritize Publishers and scope of reconciliation
 - Priority: Cost? Risk?
 - "Manage it all = failure"
- "Evaluate" quickly situation
 - Installed Applications
 - Recognized / Unrecognized / get a feeling
 - Extend recognitions using installer evidences first
 - Opportunistically check file evidences
- Import Purchase orders for the in-scope vendors and applications
- Manage license reconciliation
 - Process Licenses from Purchases
 - Create additional "No right" licenses for Commercial applications not covered by the purchases

What Run Phase means

- Vendor is "under control"
- Manage new events
- Keep things in a good state, monitor data quality

The SAM Manager check list (Run phase)

- Can I trust my inventory?
 - Are my inventory import system tasks successful?
 - Are my beacons reporting correctly?
 - Is my inventory exhaustive? Does vCenter report VMs that are not inventoried?
 - Do I have aging inventory?
 - Do I have some "merged devices" or "ESX ghosts" issues?
 - Were some inventory sources disabled that will cause false positives?
 - What are the vCenter inventory issues?
 - What is my proportion of non-Cloud Orphan VMs?
 - What are the Oracle Inventory issues?
 - Are some Oracle Enterprise Manager Servers (OEM) reporting false positives on Options or Management packs usage?
 - Can I trust the recognition / usage? Are the important applications not recognized?
- Are SAM Operations run an efficient way? What are the needed actions?
 - What proportion of commercial applications are monitored by licenses?
 - Are all my purchases processed?
 - Are Licenses correctly created?
 - Are there upcoming contracts renewals?
 - Are there subscriptions purchases needing renewal?

The SAM Operations Hub

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SAM Operations Hub

KPI dashboard

КРІ	Explanation	Value	%age of scope	Performance
Number of failed tasks in last run	A system task that file leads to inaccurate / not up to date information and must be fixed	1	15%	
Beacons that don't report correctly	All inventory files transit through beacons	0	0%	
Number of orphan VMs	Non cloud VMs without host are the sign of a decommissioning process issue or vCenter import issue	400	4%	
Number of merged devices (different sources)	Big cause of false positives or	4000	20%	
Number of merged devices (same source)		300	5%	
Unlicensed Commercial Installations	These installations are under the radar!	20000	15%	
Unprocessed Purchases		20	2%	

Can I trust my inventory?

Are my inventory import system tasks successful?

This should be the first check of the day. The system tasks screen shows on failing task. This requires a fix.

Are my beacons reporting correctly?

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