

SAM Monthly Best Practices Webinars

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

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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: [here](#)
- Answers to questions:
 - No question!

Key Vendor Optimization

Named user subscription optimization report

IT ASSET MANAGEMENT

Provides prioritized downgrade or reclamation recommendations per user / subscription

Gives details on savings allowed by the report (for the user and globally)

Analyzes installed and used applications for the user with the subscription scope

Named user Licenses Consumption & Optimizations

(v1) This view provides user per user, for all publishers, the analysis of Named User license consumption (installed applications, used applications) and provides for Microsoft and Adobe recommendations for optimizations.

Search

260 results returned 1 000 rows per page

[License Name] [PriorityOneRecommendationBasedOnInstallations]

	[Publisher]	[User Name]	[Email]	[UserStatus]	[LicenseCost]	[OptimalLicenseCost]	[OptimizationForUser]	[TotalOptimization]	[Installed Applications For User Consuming The License]	[Used Applications For User Consuming The License]
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<input checked="" type="checkbox"/>	Adobe	ITA-LT-100701	Kim.Jefferson@acme.com	Active	782	710	72	20 968	FrameMaker 2017, Acrobat DC (2015) Classic	FrameMaker 2017 (LastUsed on 2022-06-24 on ITA-LT-100701, , Acrobat DC (2015) Classic (LastUsed on 2022-06-24 on ITA-LT-100701,
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Managing SAM Operations

Agenda

- Our documentations... a need for a big picture
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- Context: what is SAM? What is ITAM / FNMS?
- Managing operations in the “Project” phase (new vendor)
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Where you can get information today

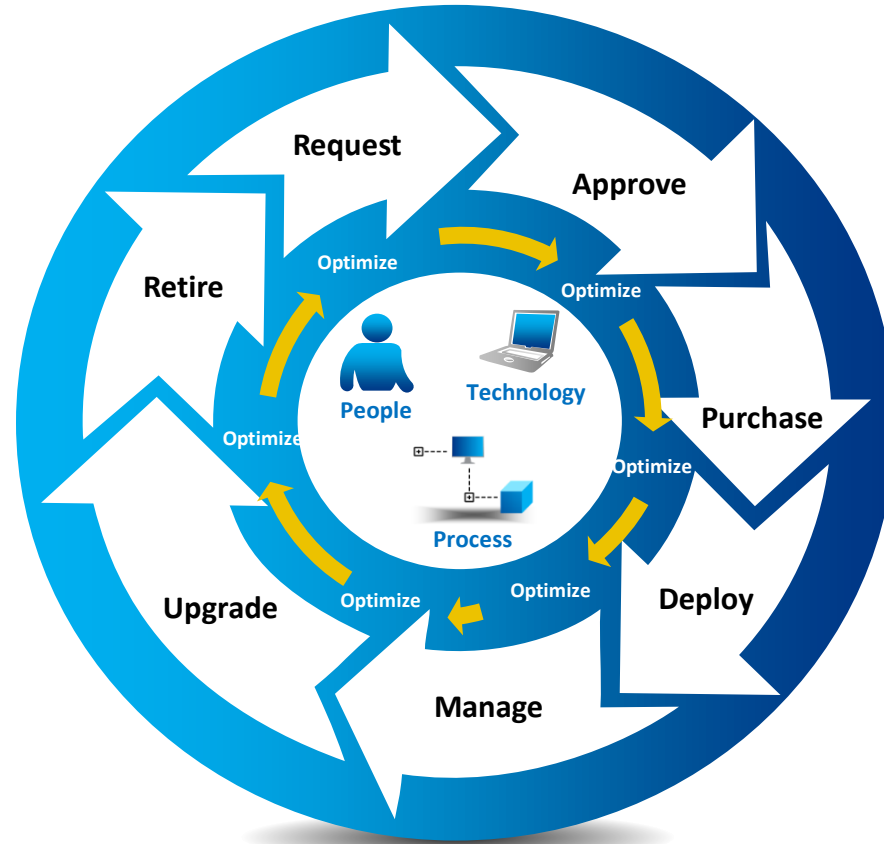
- The documentations (UI, technical)
 - <https://docs.flexera.com/>,
 - <https://docs.flexera.com/?product=FlexNet%20Manager%20Suite%20Cloud>
- The Learning Center
 - <https://learn.flexera.com/>
 - <https://learn.flexera.com/series/spend-optimization-with-flexnet-manager-suite>
- The Practice guides (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](#)



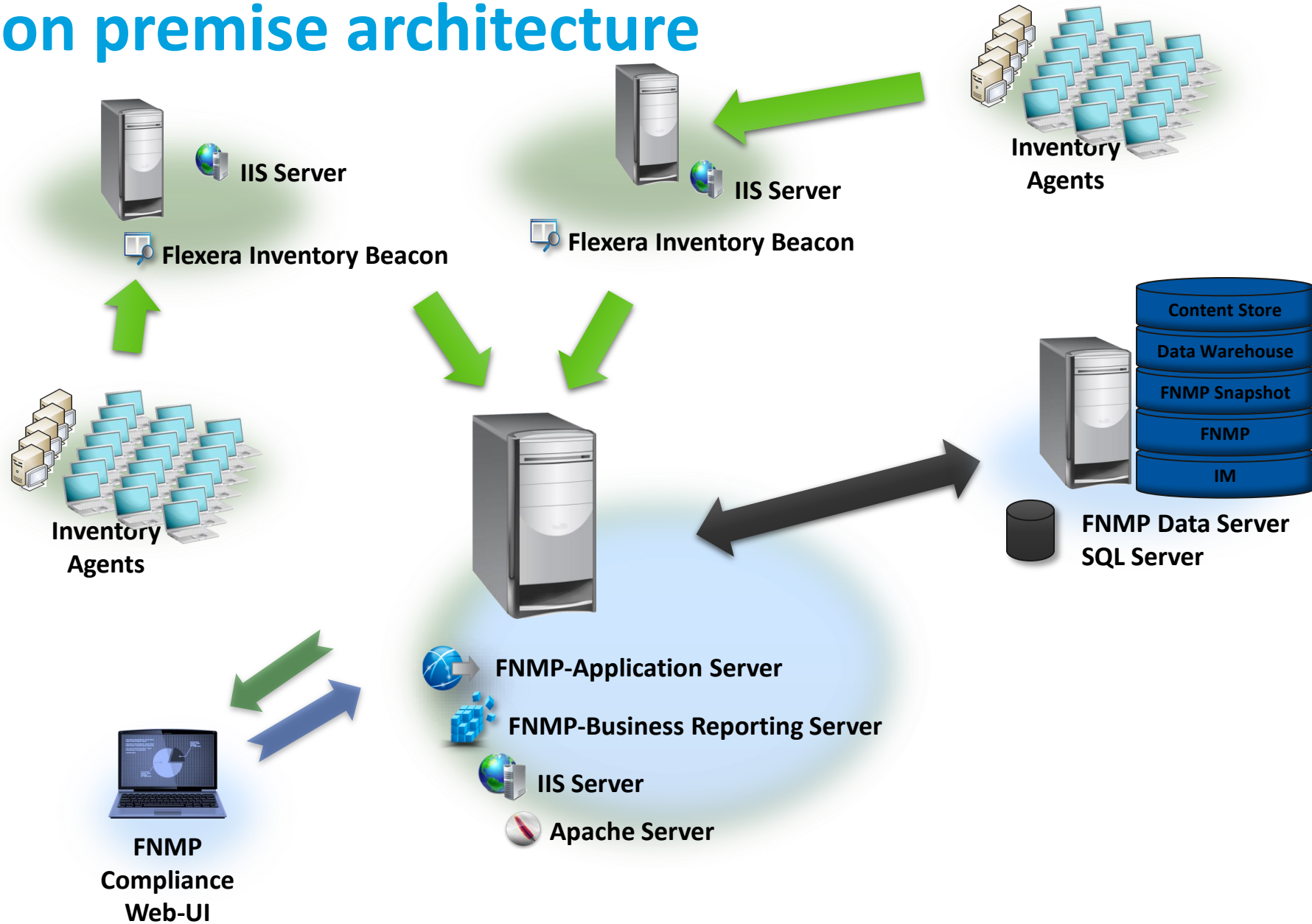
Conext

What is Software Asset Management?

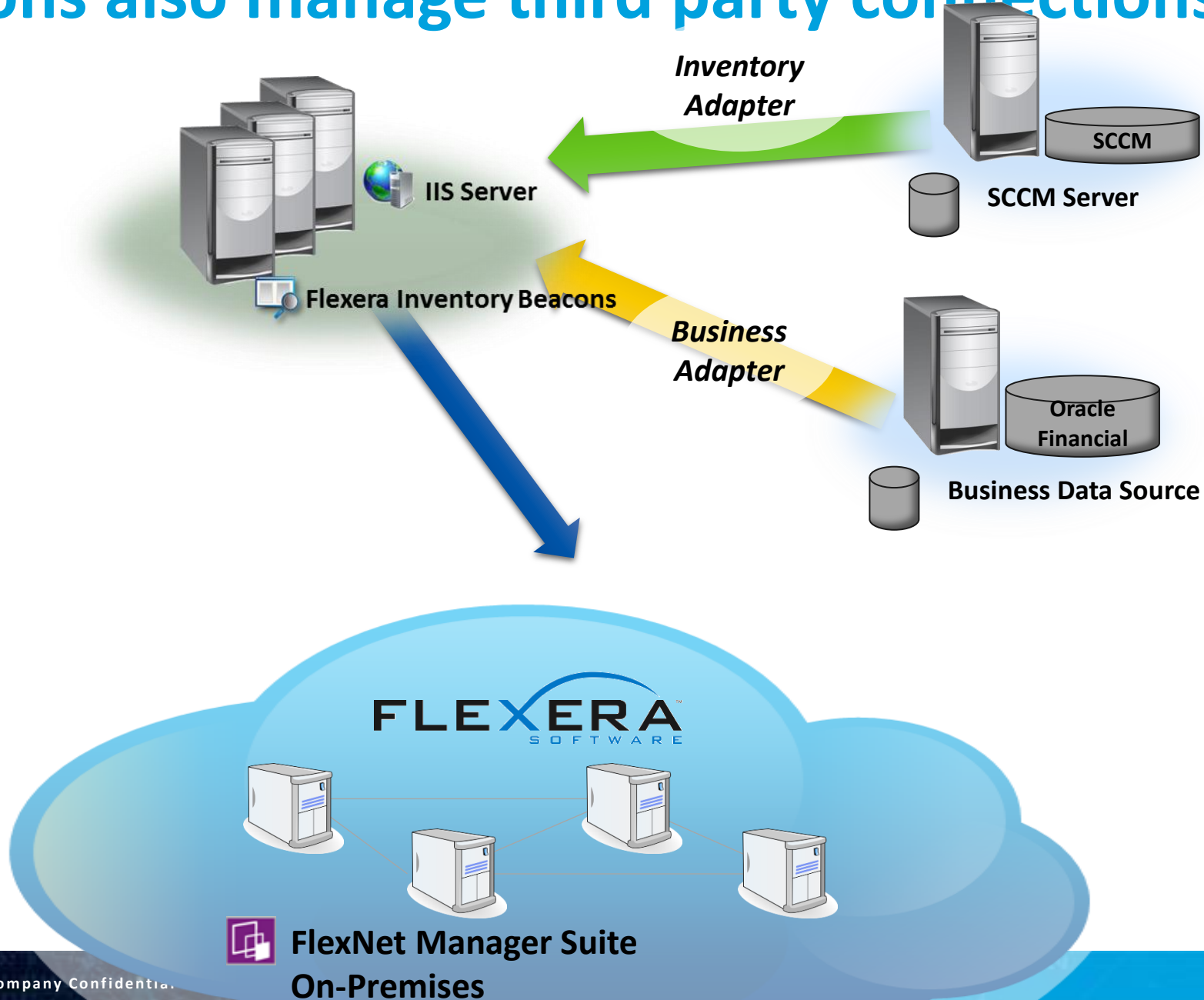
- Management of the life Cycle of applications (Purchase requests, purchase of licenses; software deployment, control, change.....)
- **With a focus on:**
 - Inventory
 - Purchase and entitlements management
 - Software reconciliation (Compliance Management)



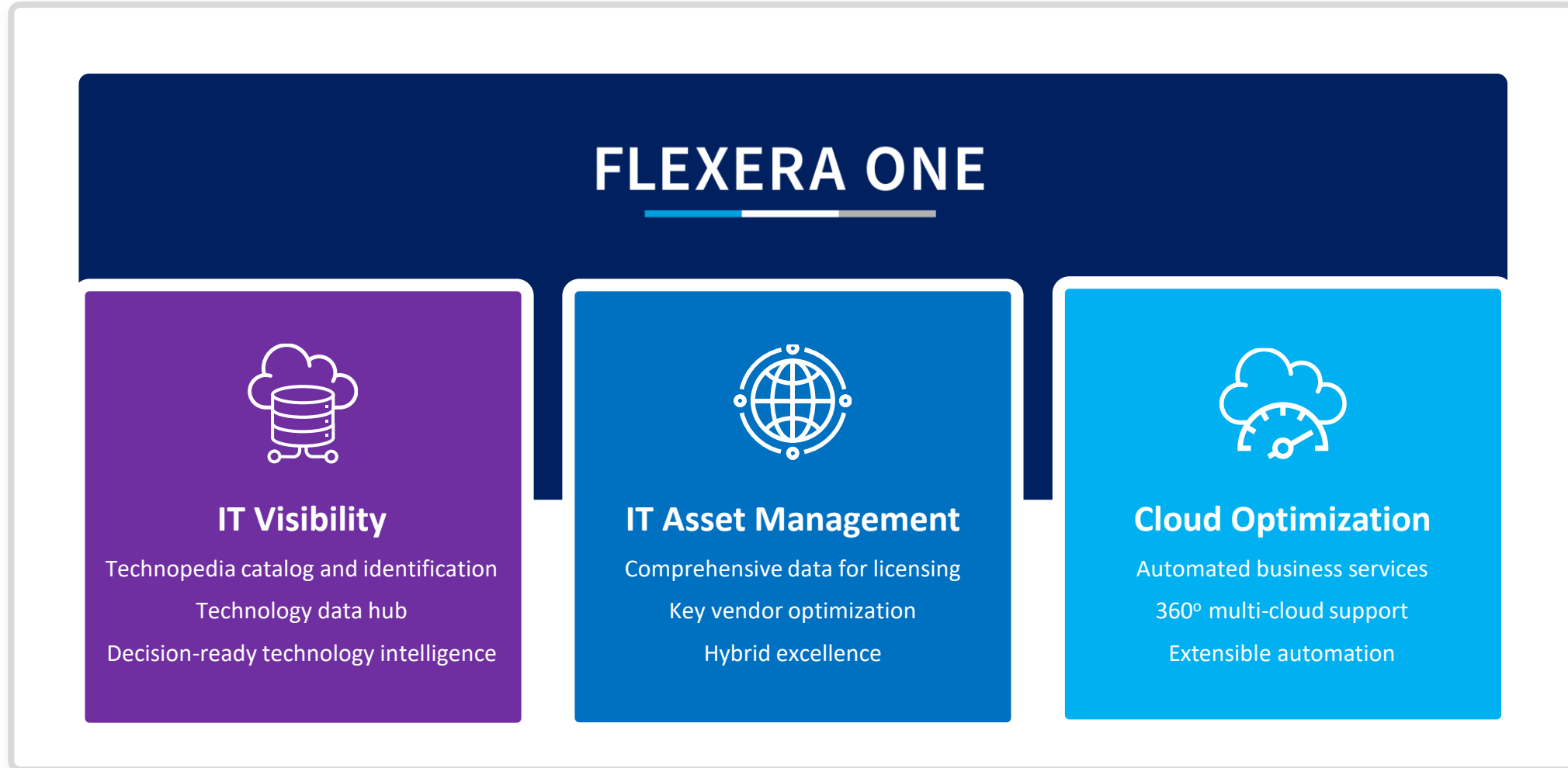
FNMP on premise architecture



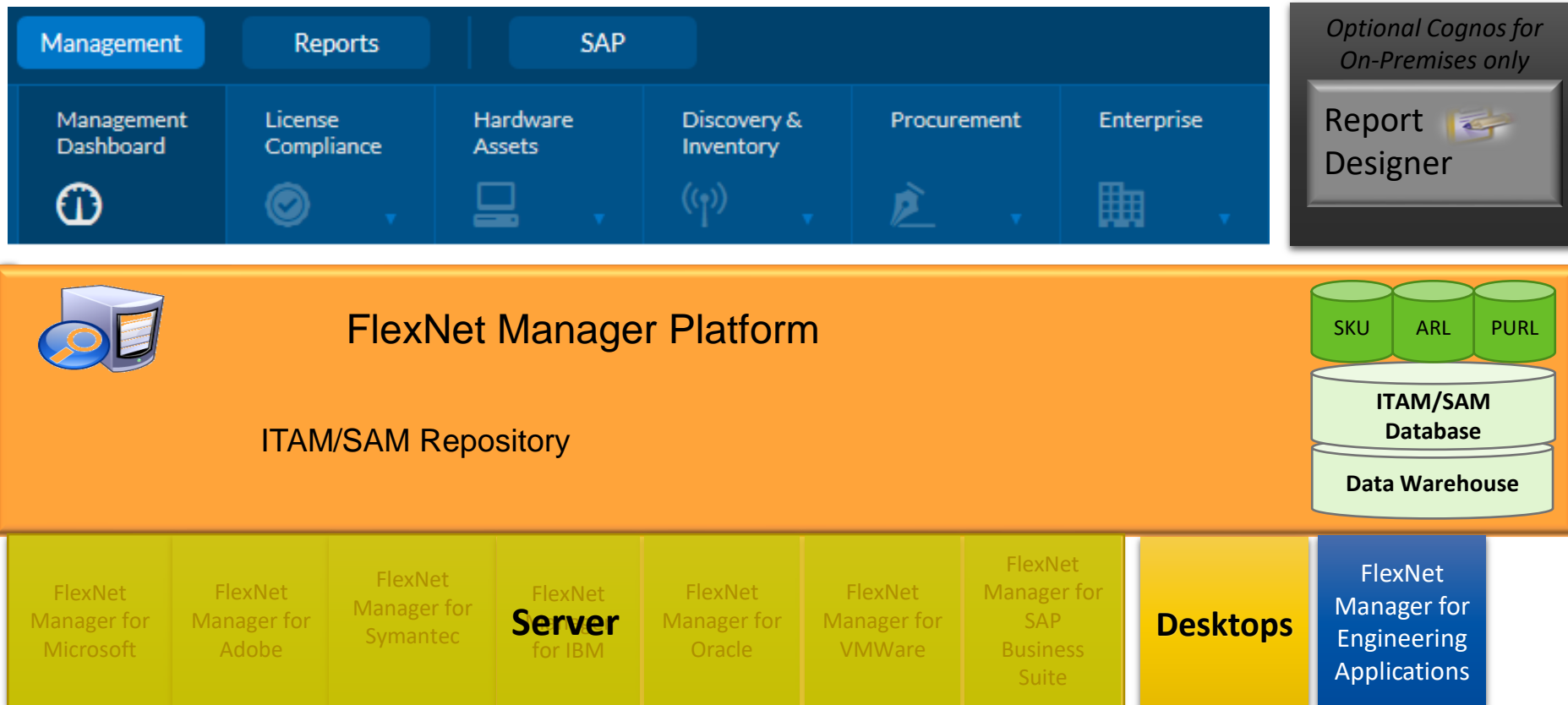
Beacons also manage third party connections



Flexera One solutions



Platform overview



Reconciliation



Finance

IT



Contract
Details



Licenses
Purchase

VS



License
Consumption

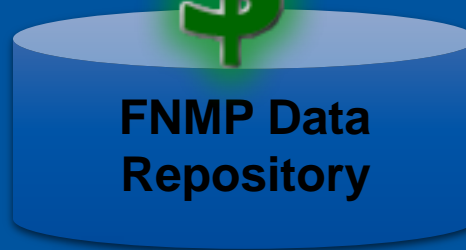


Software
Access

Software
Inventory



Purchase
Details



FNMP Data
Repository



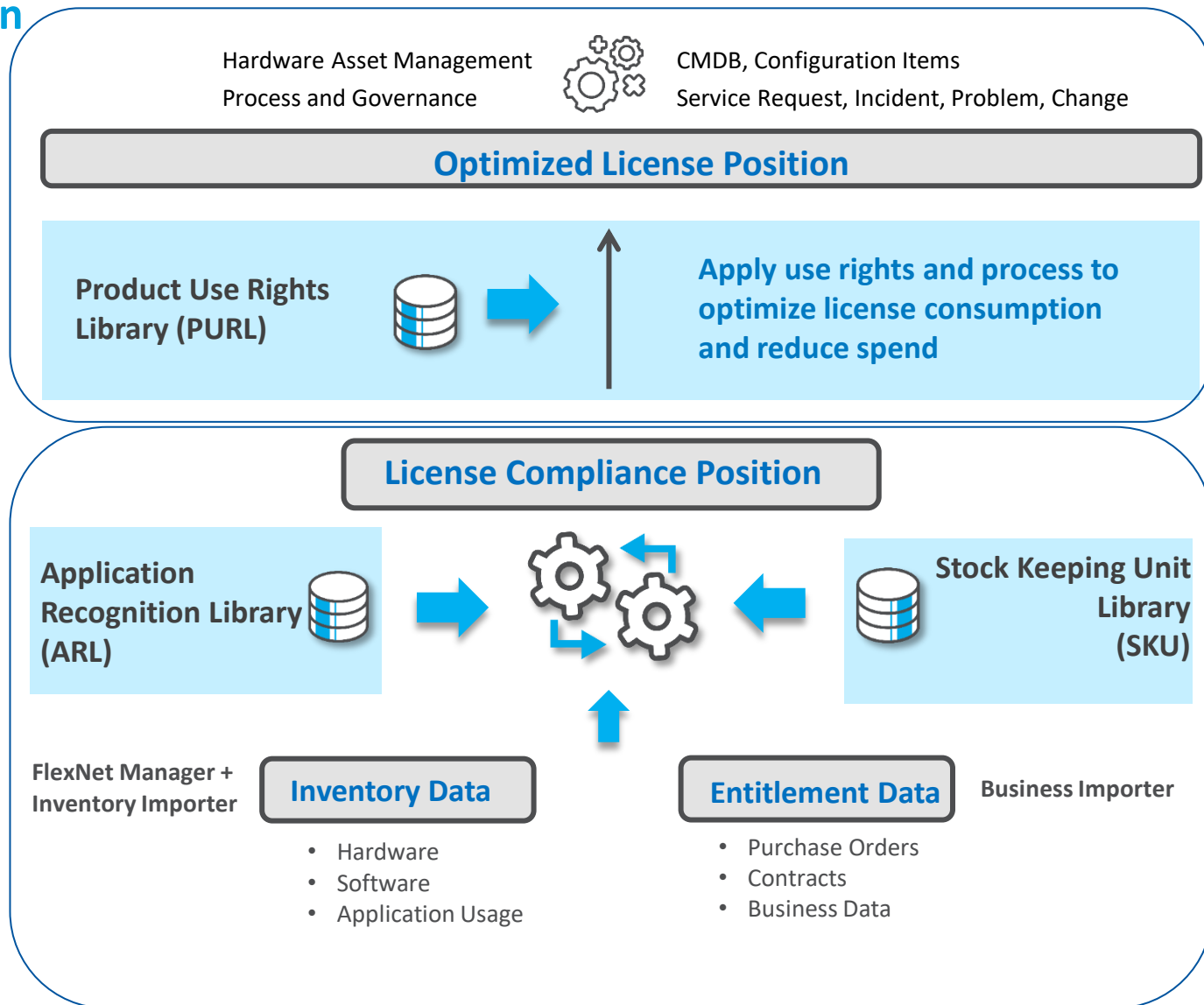
Reconciliation
Engines



Hardware
Inventory

This Compliance is

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



Automated data feeds

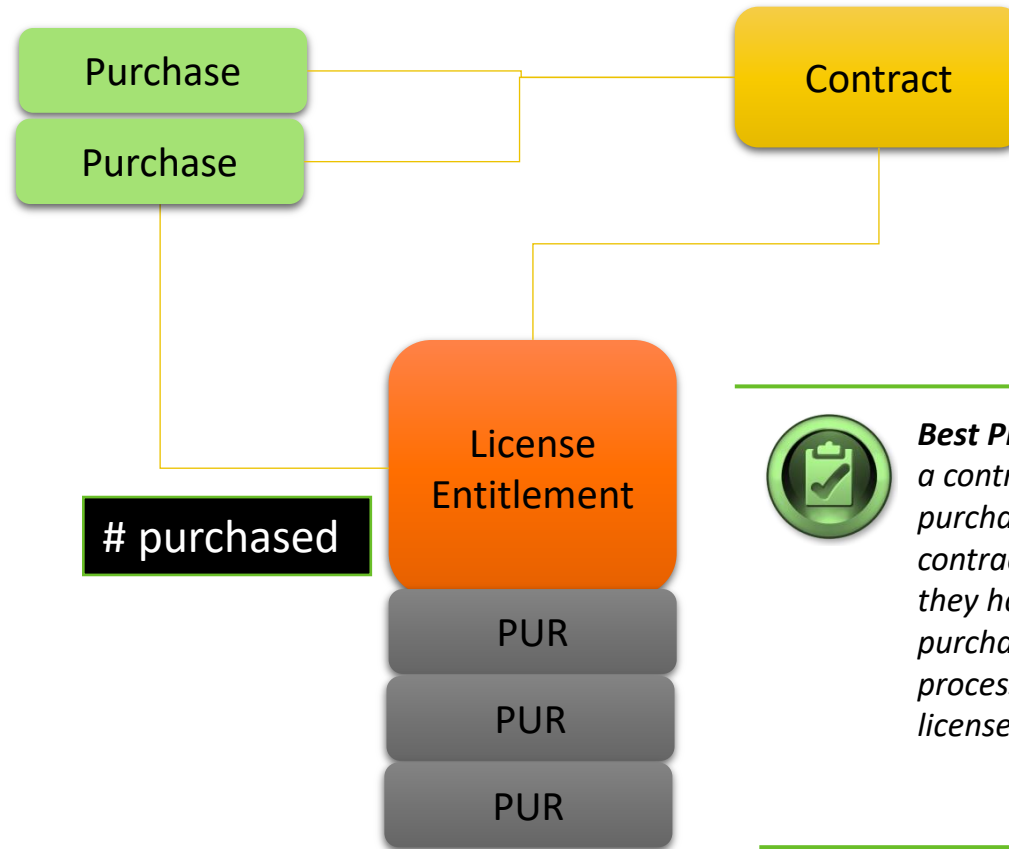
Flexera-supplied content

Use Rights understood

Data available for other processes / areas

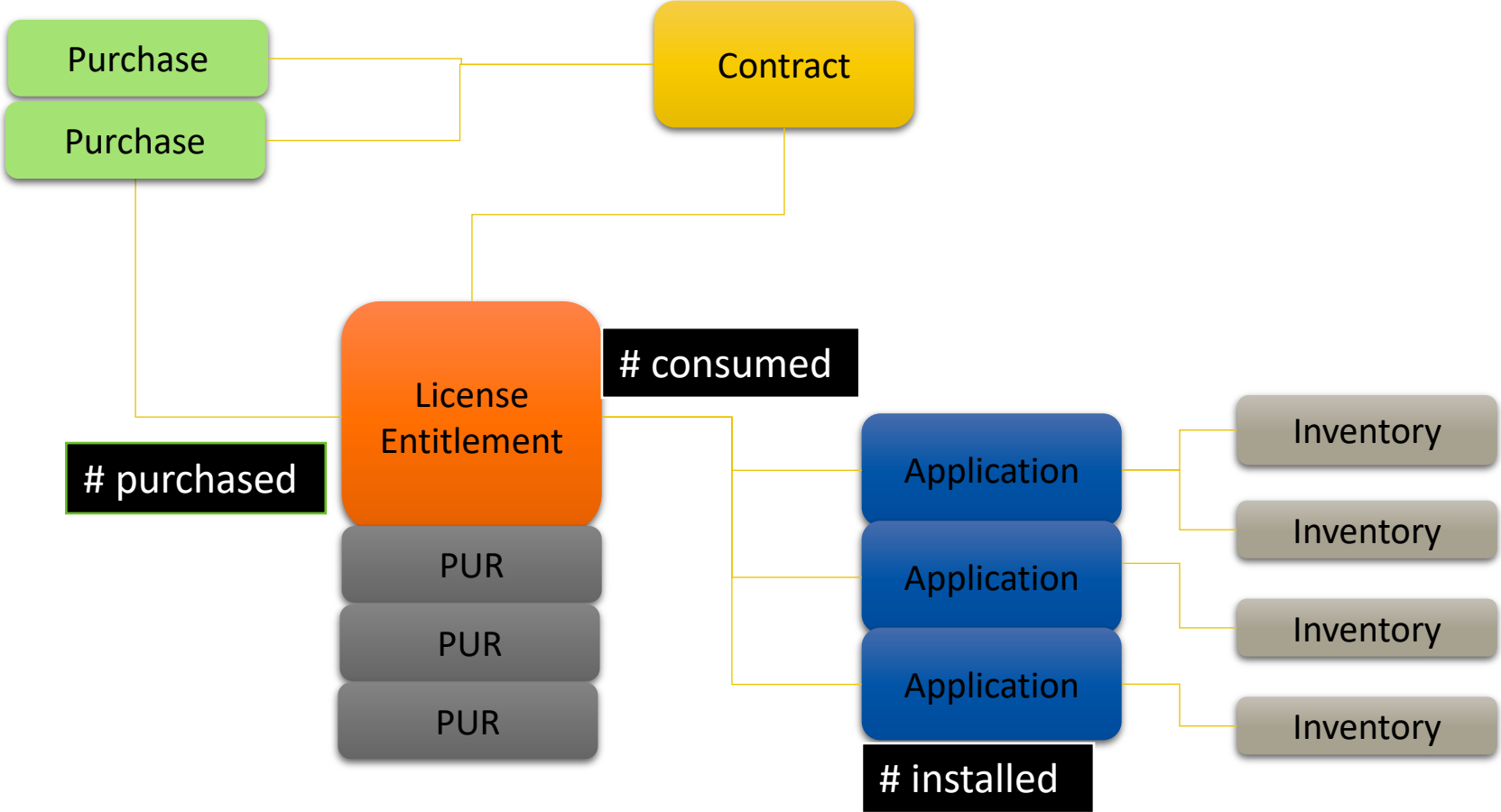
Management dashboards

Records in FNMS – Licenses Purchased

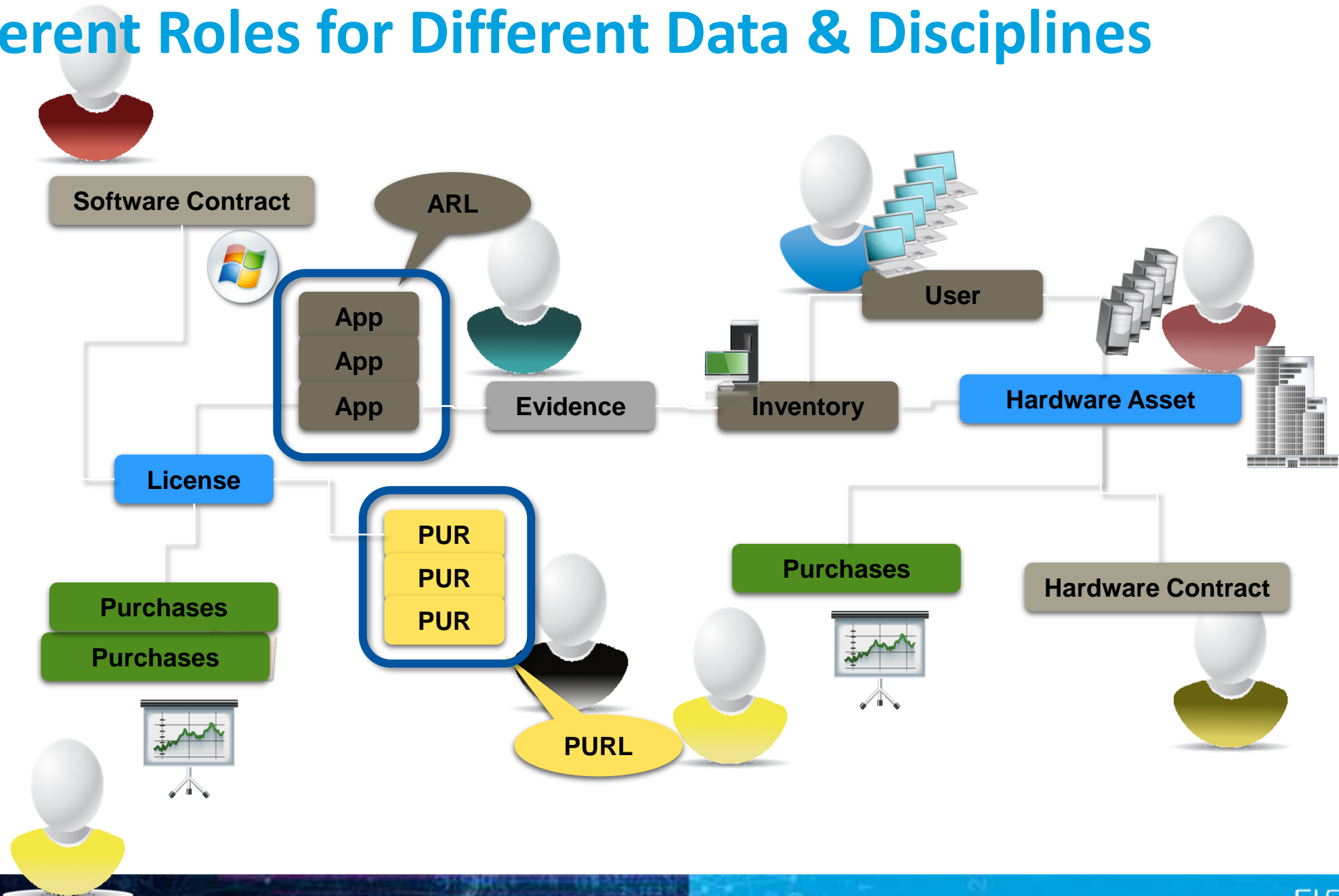


Best Practice: If a purchase represents a purchase under a contract, it's best to create the contract when the purchases are imported and link the purchase to the contract. Some purchases cannot be processed unless they have a contract linked to them, namely any purchase with maintenance. Then when the purchase is processed, the contract will also be linked to the same license.

Records in FNMS – Licenses Consumed



Different Roles for Different Data & Disciplines

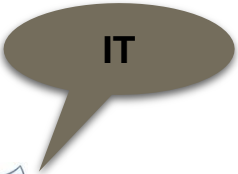


Different Roles for Different Data & Disciplines



Dana

Software Contract

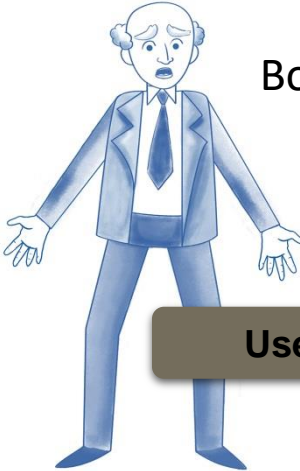


Derek



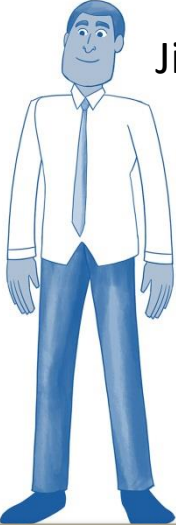
License

Kim



Boss

User



Jim

Hardware Asset

Purchase

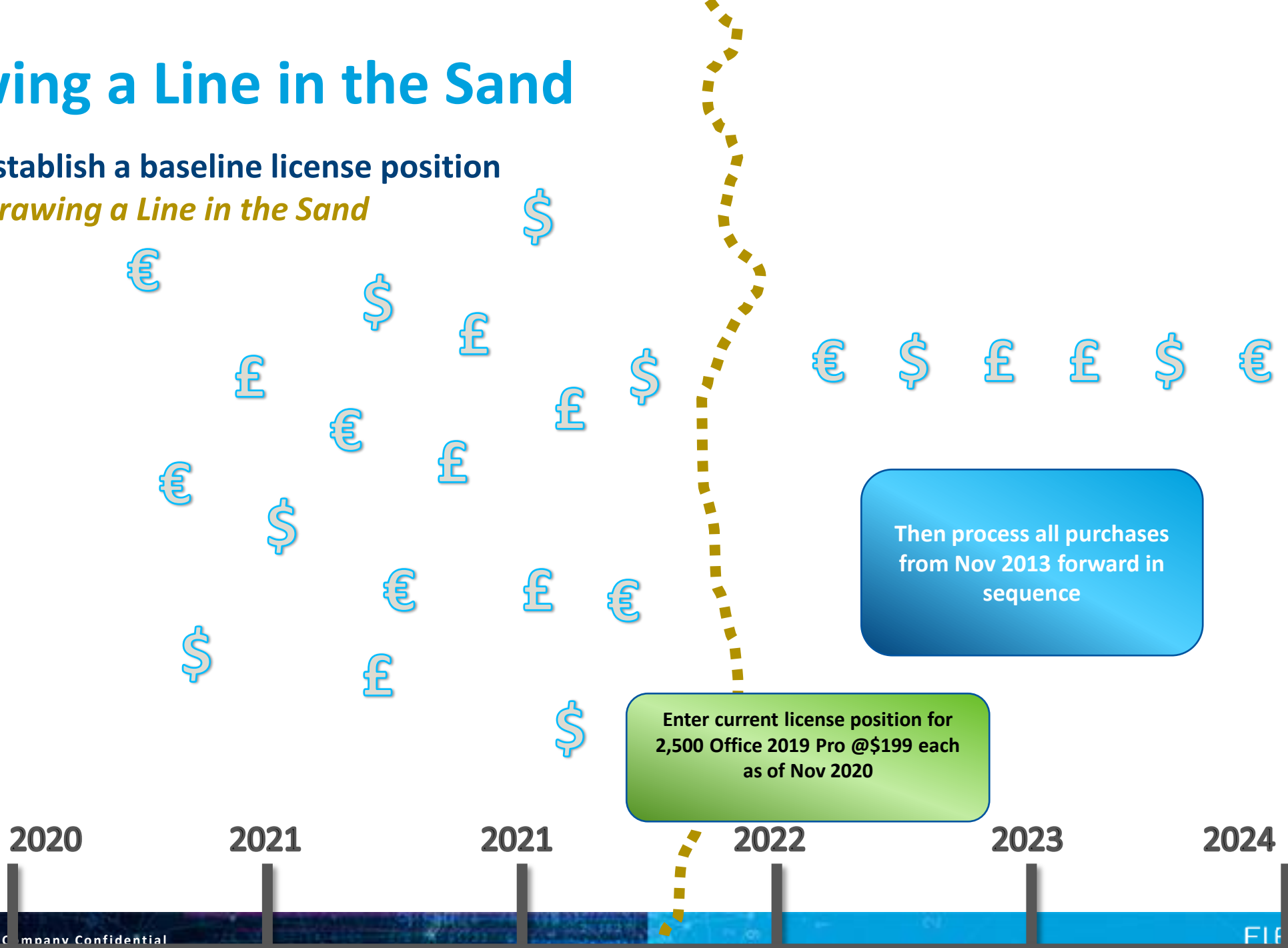
Lucas



Drawing a Line in the Sand

Establish a baseline license position

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

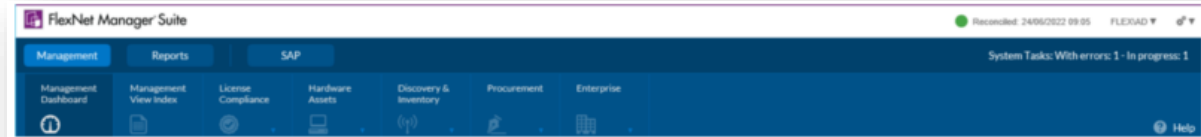
- Vendor is “under control”
- Manage new events
- Keep things in a good state, monitor data quality

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

KPI	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%	Red
Beacons that don't report correctly	All inventory files transit through beacons	0	0%	Green
Number of orphan VMs	Non cloud VMs without host are the sign of a decommissioning process issue or vCenter import issue	400	4%	Green
Number of merged devices (different sources)	Big cause of false positives or	4000	20%	Yellow
Number of merged devices (same source)		300	5%	Yellow
Unlicensed Commercial Installations	These installations are under the radar!	20000	15%	Yellow
Unprocessed Purchases		20	2%	Green

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?

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 [Beacons](#) screen gives the list of beacons with status, pending upload files data. Each beacon detail record gives detailed upload status. **0 beacon has an issue**

THANK YOU