The People Factor: How to Make Your ITAM Tools More Productive

Frank Venezia

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SiWEL CONSULTING inc

Presenter

Frank Venezia

Vice President
*Portfolio Management,
Technology & Client Services*
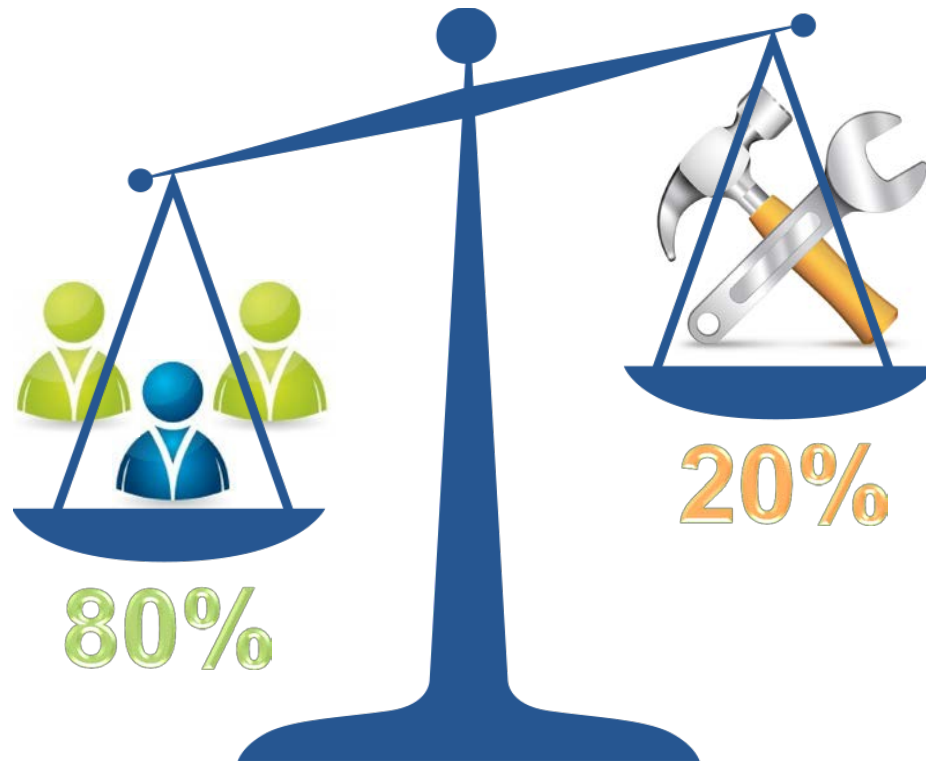
fvenezia@siwel.com
(212) 691-9326 ext. 201

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Great Tools Alone Do Not Lead to Great Results

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The 80/20 Rule of Thumb for ITAM:

The success of a tool relies on:

Good Data	Good Planning	Skilled, Dedicated Resources

People are critical to:

- Review, evaluate and normalize data for accuracy and completeness

- Perform upfront as well as ongoing tasks

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We Just Purchased a Software License Management System... What Now?

10 Steps for a Successful Rollout

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Step 1: Plan and Strategize

Assign Project Manager

Define Primary Business Requirements

Determine Upfront and Ongoing Tasks

Identify Skilled Resources

Step 2: Define, Identify & Train the Team

Project Manager
(Previously defined in Step 1)

ITAM Analysts / Skilled Users

Technical Support

Tools Specialist

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Step 3: Establish Contract Entitlements Baseline

Prioritize Vendors

Overall License Entitlements

Entitlements by Business Unit

Historical Starting Point

Step 4: Understand Software Publisher Policies & Metrics

Usage Rights

Virtualization

Disaster Recovery

Step 5: Identify Software Deployment Baseline

Discover Deployment Data

Normalize License Titles

Review for Accuracy

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Step 6: Import and Enter Entitlement Data

Contract T's and C's

License Entitlements

Purchase Orders

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Step 7: Import and Enter Deployment Data

Hardware Deployments

Software License Deployments

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Step 8: Run Reports and Validate Data

Entitlements

Deployments

Compliance Position

Contract Renewal Schedule

Maintenance Renewal Schedule

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Step 9: Adjust to Changes in the Environment

Updates to Tool

New Hardware

New Software Licenses

Changes to License Terms/ Metrics

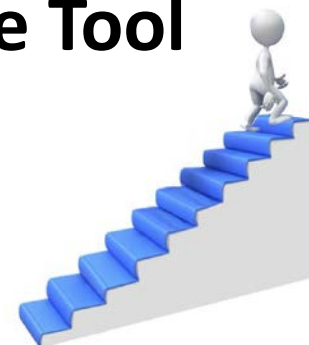# Step 10: Maximize the Business Benefits of the Tool

Accurate Entitlements

Accurate Deployments

Accurate Compliance Position

Automation of Processes

Reduced Time to Complete Projects

Conclusion

People + Tools = ITAM Harmony

A successful tools implementation involves a significant investment of time and resources.

- ✓ Plan and strategize to meet your business objectives

- ✓ Input and normalize data to ensure accuracy

- ✓ Apply the right skilled resources

- ✓ Consistently update entitlements, deployments and changes in the environment

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Who is Siwel Consulting?

Top tier provider of IT solutions involving hardware, software and services

Founded in 1992; headquarters in New York; woman-owned business

15 years of ITAM leadership; IAITAM Corporate Provider Member

Service Fortune 50, Enterprise and Mid-Market clients

Manage $3.5+ billion deployed software licenses

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AUDIENCE QUESTIONS

Contact Information

Frank Venezia

VP of Portfolio, Technology and Client Services

fvenezia@siwel.com

(212) 691-6691 ext. 201