

ServiceNow Software Asset Management Pro

Workshop



BY AMAR DEEP KUMAR

CERTIFIED PROFESSIONAL BY GSDC | IAITAM | FLEXERA | SERVICE NOW | PRINCE-2

INTRODUCTION

AMAR DEEP KUMAR

SR. ITAM TRAINER & PRACTITIONER

- 18+ years of experience in IT Asset Management, Hardware and Software Asset Management and License Compliance.
- Flexera Certified FNMS Operations Consultant
- ServiceNow SAM Pro and HAM certified implementor
- CITAM (Certified IT Asset Manager) from IAITAM USA
- GSDC Council CSAM certified professional
- GSDC HAM/SAM Speaker
- PRINCE2@ Practitioner
- ITIL V3 Foundation
- Six Sigma & Lean Fundamental



Training Highlights

- **Hands-On Learning**
Gain practical experience through 10+ labs demonstration, Q & A and exercises.
- **Industry-Relevant Skills**
Master the latest tools, techniques, and best practices in the field to stay ahead of industry trends.
- **Expert Instructors**
Learn from experienced professionals with real-world insights and practical knowledge.
- **Comprehensive Curriculum**
A well-structured course that covers both foundational concepts and advanced skills.
- **Interactive Learning**
Engage in dynamic discussions, group activities, and live Q&A for deeper understanding.
- **Tailored Learning Paths**
Flexible courses designed to meet individual or organizational needs, from beginner to advanced levels.
- **Career Advancement**
Build in-demand skills that enhance job prospects, increase promotion opportunities, and expand career pathways.
- **Focus on Problem-Solving & Critical Thinking**
Develop key problem-solving skills and the ability to think critically in real-world situations.
- **Certification Preparation**
Aligned with industry-recognized exams to ensure you're fully prepared to earn relevant certifications.

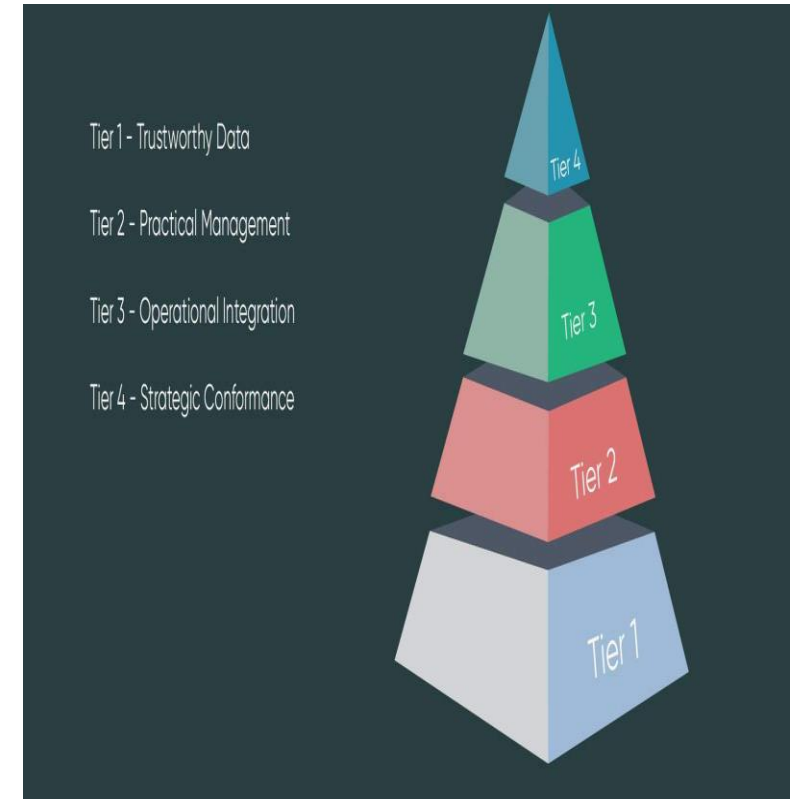
Introduction to Software Asset Management Module

- Introduction To Software Asset Management: Module Introduction
- Introduction To Software Asset Management
- SAM Product Overview
- SAM Requirements And Recommended Practices
- SAM Publishers pack enablement
- ServiceNow SAM Pro activation
- **Lab: Prepare The SAM Environment**
- Introduction To Software Asset Management: Knowledge Check
- Introduction To Software Asset Management: Summary

Day – 1 & 2

Trustworthy Data: Module

- Trustworthy Data: Module Introduction
- Trustworthy Data Overview
- Import Software Entitlements
- Lab: Import Software Entitlement Data
- Import Software Data Using System Import Sets
- Lab: Import Software Installation Data
- Software Discovery
- Lab: Review Software Discovery Results
- Discovery Model Normalization
- Lab: Normalize Software Discovery Models
- Content Data Services
- Lab: Content Service And Job Results
- Content management services to optimize SAM Pro capability
- Creation of custom content like PPN, PRODUCT, NORMALIZATION
- Trustworthy Data: Summary
- Trustworthy Data: Knowledge Check



Practical Management

Practical Management: Module Overview

- Practical Management Overview
- Lab: Manage Software Products And Models
- Software License Metrics
- Software Entitlements And Allocations
- Lab: Manage Software Entitlements And Allocations
- Software Reconciliation
- Lab: Reconcile Software
- Practical Management: Summary
- Practical Management: Knowledge Check

Operational Integration: Module Introduction

- Operational Integration Overview
- Software License Contracts
- Lab: Create Software License Contract
- Software Spend
- Lab: Analyze Software Spend
- License Change Projection
- Lab: Calculate License Change Projection Costs
- Software Request And Sourcing
- Lab: Publish And Request Software
- Lab: Source And Receive A Software Request
- Software Remediation
- Lab: Remediate Software Licensing
- Operational Integration: Summary
- Operational Integration: Knowledge Check

Strategic Conformance: Module Introduction

- Strategic Conformance: Module Introduction
- Strategic Conformance Overview
- Software Product Lifecycle
- Lab: Manage Software Asset Lifecycle
- Software Installation Optimization
- Lab: Optimize Software Installs
- Software Retirement
- Lab: Manage Software Retirements
- Strategic Conformance: Summary
- Strategic Conformance: Knowledge Check

Reporting & Analytics

- Reporting & Analytics: Module Introduction
- Reporting & Analytics Overview
- ServiceNow Performance Analytics
- Dashboards
- Reporting & Analytics: Summary
- Reporting & Analytics Knowledge Check