



The Quality Group

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# LCM – IT Asset Management

## Management Summary

Version 1.0 (16.03.2011)

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## 1 LCM – IT Asset Management

LCM – IT Asset Management assists companies with an efficient administration and the controlling of hardware, software and service agreements.

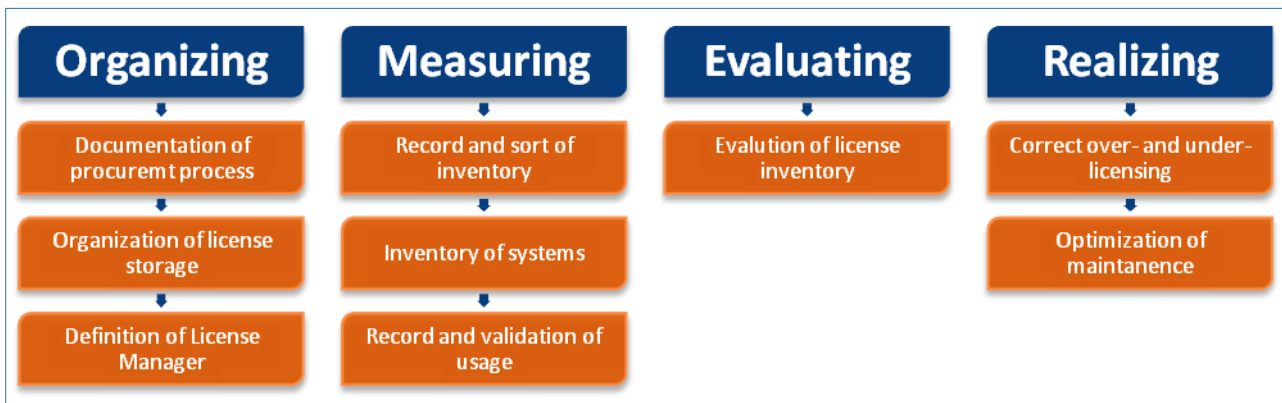


Figure 1: License management process

License management gives IT and legal departments or management the security of avoiding excess or inadequate licensing of software. Thus excess licensing can be easily recognized, the corresponding resources assigned elsewhere and costs saved. In the case of inadequate licensing, there is a risk of damage compensation on account of unauthorized use of software. An efficient inventory management and usage verification regarding the software licenses is necessary for every company.

Additional functions for the administration and support of service agreements are realized with the SLA Management. Essential examples here are the administration of service types, service volumes, times and availability, costs, validation and assessment of the service performance, escalation management and customer satisfaction.

With LCM IT Asset Management, you can manage your IT Assets and the associated processes in a central database. This comprises:

- Inventory data for all managed IT assets that are currently in use or stock.
- Supplier master data and supplier evaluation (optional).
- Spend management and analysis (optional).
- Financial and cost data such as procurement price, residual book value, amortization and costs for maintenance and support of the IT assets.
- Contract data including all contractual and licensing agreements, ownership relations, service level agreements (SLAs), warranty agreements etc.
- Support for the license management processes.



LCM IT Asset Management	Module	Description
	LCM - License Master Data	• Master Data Management of licensed products and their terms and conditions
	LCM - License Inventory	• Inventory Management by license types, license balance
	LCM - License Distribution	• Distribution of licenses to cost centers, organizational units, hardware, etc.
	LCM - Compliance Cockpit	• Overview of installed & used licenses, available licenses, over-/under-licensing
	LCM - Base Module (obligatory)	• Contract management, business logic, contact and terms management

Figure 2: Module LCM IT Asset Management

## 1.1 License master data

- Administration of the (legal) validation (types of license)
- Definition of license components (software agreement, certificate, invoice, Internet etc.)
- Information (retention on data carriers)
- Management of usage rights (named user, concurrent user, processor, server etc. Copyright law exclusive, single use)
- Single or multiple safeguarding of the software

## 1.2 Management of IT-relevant contractual relationships, their objects, relations and services

- IT asset objects (hardware, software, lines, SLAs etc.)
- Hardware agreements
- Software agreements
- Service agreements
- ASP agreements
- and much more.
  - Identification of excess and inadequate licensing
  - Service performance (maintenance, troubleshooting)
  - Warranty, liability
  - Costs



Type	License software agreement	Status	<b>Active</b>	Search	Create Contract
Department	Marketing	Start Date	01/10/2005	Check Contract	Delete
Currency	Euro	Version	1.0	Priority	Copy

Software product	No.	Vendor	Software Class	Metric	Quantity	Licence product	Licence proc
<b>Adobe Acrobat Standard 7 ...</b>		Adobe	Full version	<b>Per Device</b>	<b>25</b>		
<b>Windows Server 2003</b>		Microsoft	Full version	<b>Per CPU</b>	<b>2</b>		
<b>XP</b>		Microsoft	Full version	<b>Per Device</b>	<b>60</b>		

Figure 3: Administration of usage rights

Software Licence Management - Configuration Items/Environment				
Type	CI-ID	Identification	IP/Host name	
Rechner	WKST125	Aris	192.168.150.125	
Arbeitsplatz	NR000800	AWORK000800	R-23339-4	
Arbeitsplatz	NR000801	AWORK000801	R-23339-4	
Server	DBSERV2	DB-Server 4322	192.168.150.11	
Server	DBSERV3	DB-Server 4323	192.168.150.12	
Server	DBSERV4	DB-Server 4324	192.168.150.14	
Server	DBSERV1	DB-Server 4678	192.168.150.10	
Rechner	WKST123	Keleos	192.168.150.123	
Rechner	WKST124	Klio	192.168.150.124	
Notebook	C000500	NB200500	192.168.43.500	
Notebook	C000501	NB200501	192.168.43.501	
Notebook	C000502	NB200502	192.168.43.502	
Notebook	C000503	NB200503	192.168.43.503	
Notebook	C000504	NB200504	192.168.43.504	
Notebook	C000505	NB200505	192.168.43.505	

Figure 4: Display of the inventory information

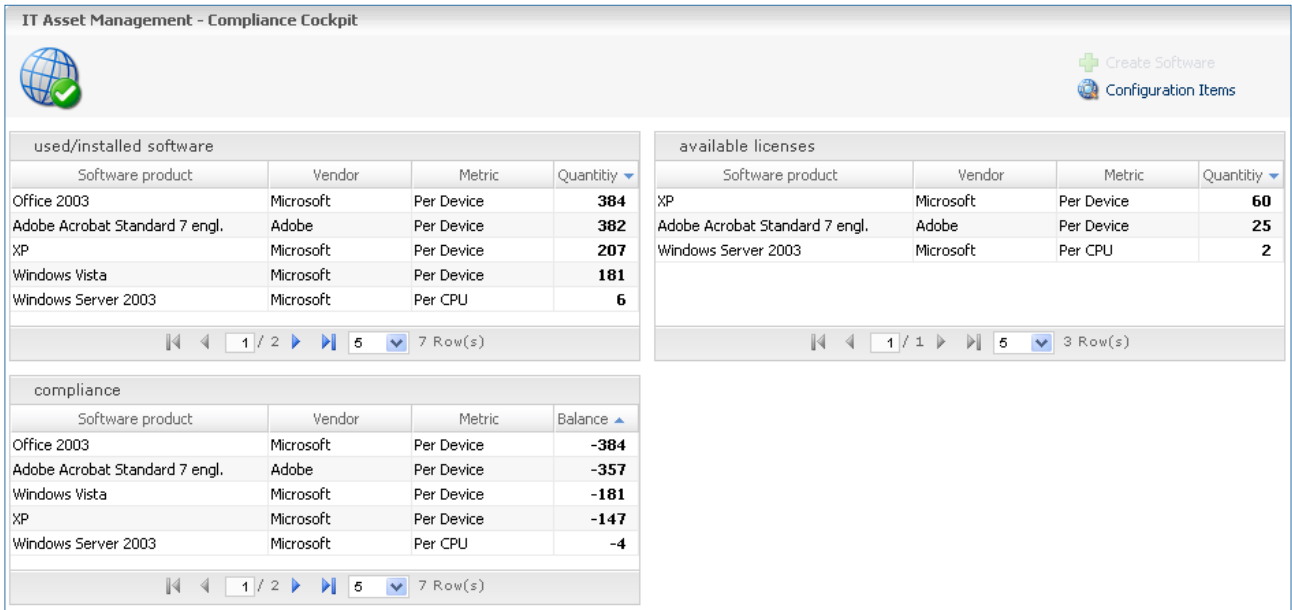


Figure 5: Compliance Cockpit

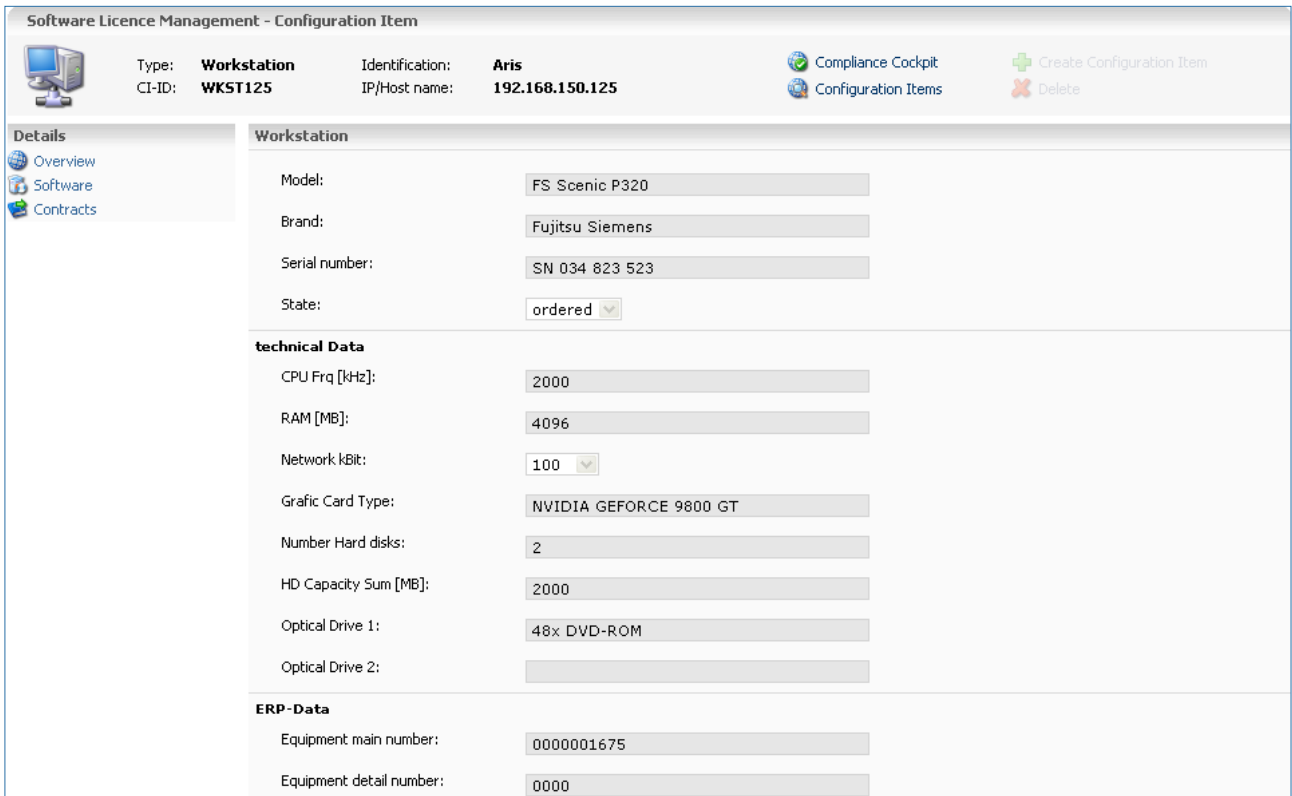


Figure 6: Configurable master data for hardware asset



### 1.3 Reporting: Analyses / Evaluations / Standard reports

- Inventory management regarding all licenses per contract partner
- License overview per cost center
- Overview of license types and current inventory
- Overview of terminated or expired licenses
- Total liability licenses / service agreements
- Assignment of hardware and software
- Potential contractual penalties
- Period delimitation
- Terms management
- Resubmissions freely definable
- Identification of excess and inadequate licensing

### 1.4 Use of an IT Asset Management solution for your company

- Simple validation concerning the correct use of the software
- License inventory and license use shown clearly
- Excess licensing and expensive relicensing are avoided
- License agreements are optimized
- Consolidation of the software used
- Consolidation of the licenses and usage agreements used
- Checking the existing software service agreements
- Consolidation of the reference sources
- Overview of all documents and written correspondence per circumstance
- Supplier evaluation
- History, audit readiness
- Compliance with the statutory and contractual requirements