

# Software License Management Service (SLMS)

A Customized Approach to Supporting Your Agency's IT Program



## What is Software License Management Service (SLMS)?

SLMS is a shared service developed and managed by GSA that will give agency chief information officers (CIOs) the tools they need to better understand their software-asset inventory, defend against compliance audits, and optimize software that is unused or underutilized. SLMS enables

government agencies to acquire and manage software assets more efficiently. The program provides resources, access to tools, and training to support the successful adoption of a mature software license management (SLM) program.

### The four Cs of SLMS:

SLMS is a **C**ustomized approach to assisting agency IT programs in cutting **C**osts, **C**omplying with mandates, and enhancing **C**ybersecurity posture

## Why do Federal Agencies Need SLMS?

The U.S. government is by far the largest buyer of software in the world, spending \$9.1 billion on commercial off-the-shelf (COTS) software<sup>1</sup> every year through more than 50,000 separate transactions.

As much as 30 percent (i.e., \$2.7 billion) of this spend is unnecessary. Federal buying practices are inefficient, decentralized, and uncoordinated.

### Did You Know?

\$80 B  
↑  
IT

\$9.1 B  
↑  
Software

Federal Annual Spend

30%  
Excess spent on unneeded software (Industry Average)

\$224  
Value spent per employee on unused software

Federal agencies have long struggled to understand their software asset inventories, as well as the financial impacts stemming from complex enterprise licensing terms.

**The demand for agency accountability and control of IT program costs have been increased by Congress passing**

**acts such as FITARA and the MEGABYTE Act and by the OMB policy directive OMB M-16-12. Solutions include providing transparency on IT resources across agencies, tracking spend, maintaining accurate inventories, and accomplishing cost savings on software.**

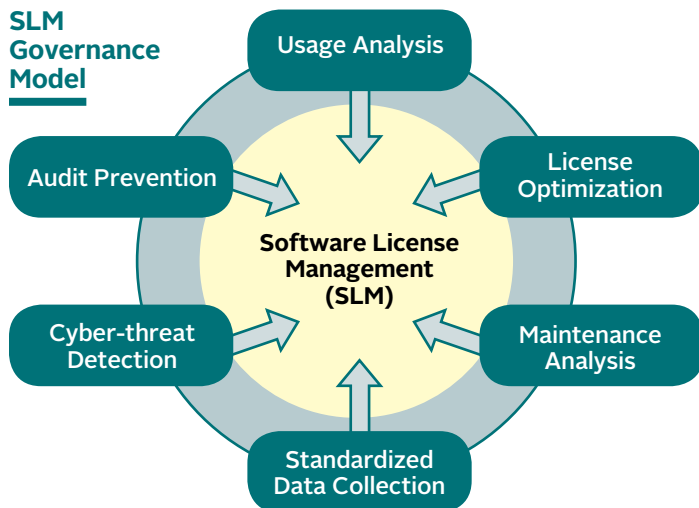
## How does SLMS Help Agencies?

SLMS helps agencies cut costs (e.g., show positive Return on Investment [ROI], decrease overall software spend), comply with federal mandates, and enhance cybersecurity posture by eliminating unused, unsupported, or obsolete (i.e., vulnerable) applications through a vendor-agnostic solution able to coexist with any legacy agency software systems.

<sup>1</sup> Citation: Category Management Policy 16-1: Improving the Acquisition and Management of Common Information Technology: Software Licensing (<https://software.cio.gov/introduction/>)

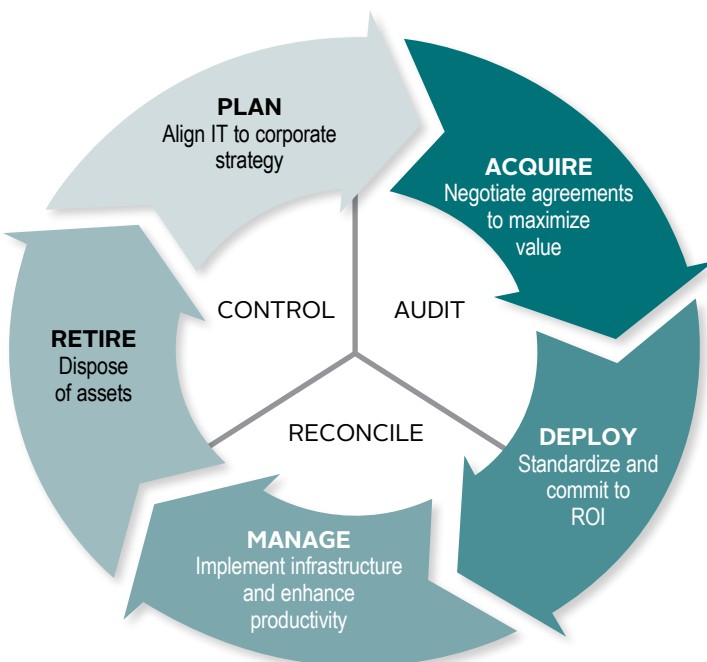


## SLM Governance Model



Furthermore, the SLMS program capitalizes on the federal government's immense purchasing power and GSA's unique position to coordinate software-license procurement and management efforts across agencies. Additional benefits include:

- Immediate impact and ROI opportunities based on a normalized software inventory
- Rapid access to best-in-class services using a simple internal agency agreement
- Access to a federal license repository (upon availability) to enhance reporting and development of customized dashboards
- Implementation of a new and innovative method to SLM



**SLMS uses a data-focused approach that provides agencies with beneficial outcomes. A typical SLMS engagement starts with preliminary activities focused on the following:**

- **SLM Maturity Gap Analysis:** Measures performance of SLM life cycle
- **Inventory analysis:** Blends contract analysis, entitlement matching and strategic sourcing support to provide agencies with an accurate license position to effectively engage vendors during contract negotiations
- **Custom dashboard(s):** Provides stakeholders relevant business intelligence dashboards to assist in strategic investment planning and cost-reduction efforts (e.g., migration to cloud, data-center consolidation)
- **Business case:** Demonstrates real savings and ROI that is rapidly attainable through enablement and/or reduction of "shelfware"

**SLMS customers have their own unique needs, and our IT Service Catalog is designed to address priority SLM requirements. Agencies can take an à la carte approach in crafting a customized SLMS engagement.**

## For More Information

To learn more about GSA's SLMS, visit <https://www.gsa.gov/portal/content/154742> or contact us at [SLMS@gsa.gov](mailto:SLMS@gsa.gov). If you have questions about the SLMS program, please contact the IT Customer Service Center at (855) ITaid4U/(855) 482-4348. The phone line is open each week from Sunday at 8 p.m. until Friday at 8:30 p.m.

### Vendor Negotiations

- Market Analysis
- Internal Preparation
- Strategy Development
- Negotiation Execution
- Final Agreement

### OCIO Strategy

- Cloud Roadmap Development
- Data Center Consolidation Advisory Services
- Vendor Management Strategy

### Contracts

- Audit Defense (compliance)
- Audit Resolution (lower exposure)
- ELA Review
- T&Cs Development
- Pricing Analysis

### Inventory Collection

- Baseline Inventory Analysis
- Toolset Evaluation
- Analysis of Alternatives

### IT Acquisition

- EBC Development
- MGT Act Budgets Requests
- Develop Acquisition Package Components (RFQ, IGCE, Acquisition Plan)
- Spend Analysis, Strategic Sourcing, Supplier Mgmt., Procurement and Financial Mgmt.

### SLM Program

- Phase 1: Gap Analysis
- Phase 2: Customized Engagement Phases
- Phase 3: Asset Mgmt. Toolset and ITAM PMO