

Survey Instrument

Participant Group: IT Managers and SLM Practitioners (DACH Region)

The Survey consists of 8 closed and 1 open ended question, list is as follows.

I. Cost and Risk Exposure Index

1. How often has your company missed contract termination deadlines?

- Never
- Once or twice
- Regularly

2. Has your company faced disputes or financial losses due to unclear or incomplete software contract clauses?

- No
- Yes (*Please specify briefly:* _____)

II. Operational Burden and Visibility Index

3. On a scale of 1 to 5, how difficult is it for your company to track which software licenses are actually used compared to those purchased? (*1 = Not Difficult, 5 = Extremely Difficult*) 1 — 2 — 3 — 4 — 5

4. Does your company regularly analyze the total cost of software tools (e.g., per year, per user, or per process)?

- Yes, we maintain a comprehensive cost overview.
- Partially, but the overview is incomplete.
- No, we do not currently conduct such analysis.

5. How would you characterize the administrative burden of routine license contract management (tracking, updates, renewals)?

- Not burdensome at all
- Somewhat burdensome
- Quite burdensome
- Extremely burdensome

6. Which entity is primarily responsible for software license management in your organization?

- Centralized Contract Management Team

- Procurement / Purchasing Department
- Decentralized (Individual Departments)
- IT-Department
- Other: _____

IV. Automation Readiness and Demand Index

7. Which aspects of license contract management would benefit most from automation? (Select all that apply)

- Renewal deadline alerts
- Monitoring of license usage vs. entitlements
- SLA compliance tracking
- GDPR and data protection verification
- Other: _____

Interview Instrument

1. How is information about software contracts typically communicated across departments? Are there gaps?
2. What aspects of routine license contract administration are most burdensome?
3. What are Challenges when tracking actual software license usage vs. purchased?
4. Have you implemented or considered automation in your company? Which areas are suitable and why?
5. If you could improve one key aspect of software license contract management, what would it be and why?
6. On a scale of 1–5, how high do you think the priority of effective contract management (including software contracts) is for managers in organizations?