

Manage software product lifecycles

Lab 5.1

15-20 minute

Lab objectives

You will achieve the following objectives:

- Software model created with downgrade rights
- Publisher software product lifecycle created
- Internal software product lifecycle created

Lab Dependency: *Requires the completion of Labs 1.1, 2.2, 2.5, and 3.3*

Required Resources: *None*

Scenario

Cloud Dimensions, Ltd. (CloudD) has signed an agreement with Microsoft for Visio Professional 2016 to include downgrade rights to use Visio Professional 2013 through its end of extended support. The Software Asset Management team at CloudD needs to configure a software model for Visio Professional 2013 to support the new agreement and set up software product lifecycles to manage the agreement.

Requirements Summary

User Stories

- STRY050101 – Configure software downgrade rights

As a software asset administrator, I need to create a software model for Microsoft Visio Professional 2013 that includes downgrade rights from Microsoft Visio Professional 2016, so that I can remediate my Microsoft Visio compliance position.

- STRY050102 – Configure software product lifecycle

As a software asset manager, I need to define publisher and internal software product lifecycles for Microsoft Visio Professional 2013 to support the Microsoft agreement that defines downgrade rights.

STRY050101 – Configure software downgrade rights

Section 1 Update a discovery model

Remy Dashun, Software Asset Administrator at CloudD, wants to update the discovery model for Microsoft Visio Professional 2013 to align to the version, edition, and full version number identified in CloudD's agreement with Microsoft.

1. If not already, impersonate **Remy Dashun**.
2. Navigate to **Software Asset Workspace > License usage** then click the **Publishers** tab.
3. Click on the **Microsoft** card and for **Visio**, click **Any:None**.



> System Center Service Manager

Not compliant

> System Center Virtual Machine Manager Server

Not compliant

> Visio

Not compliant

> United Kingdom:None

Not compliant

> USA:None

Not compliant

> Any:None

Not compliant

2013 Professional

Not compliant

2016 Professional Windows

Compliant

Standard

Compliant

> Visual Studio

Not compliant

Details

Software Model Results (3)

Removal Candidates (14)

More

Software Model Results (3)

Last refreshed 1m ago.

Software model result

Status

True-up cost

Over-licensed amount

Standard

Compliant

\$0.00

\$0.00

2013 Professional

Not Compliant

\$0.00

\$0.00

2016 Professional Windows

Compliant

\$0.00

\$80,806.18

Note: If you do not see the grouping by Any:None, you need to run/re-run Lab 3.3 Exercise F as Rick Lemm - Group a reconciliation [by country].

Knowledge Check: Refer to the Answer Guide at lab's end.

1. What is the compliance status of the product? Why?

- Click on the number next to Unlicensed Installs.

Progress indicators	
Unlicensed installs	11
Unlicensed subscriptions	0
Unlicensed client access	0
Number of reclamations	23
Av. time to fulfil req	0d
# of cloud assets covered by BYOL	0
PPN suggestions pending disposition	0

Unlicensed installs 11						Refresh	Filter	Export
Last refreshed just now.								
Display name	Publisher	Version	Discovery model	Installed on	Assigned to			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	John Bohnham			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Lottie Voll			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Fannie Steese			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Diann Burigay			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Elisa Gracely			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	George Grey			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Jade Erlebach			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Karen Flierl			
Visio 2016			(empty)	MACDEMO1	Adam Ringle			
Microsoft Visio 2013 Professional	Microsoft	2013	Microsoft Visio 2013 Professional 2013	VS Dev	Kasey Nguyen			

Note: The results may vary in your instance.

Knowledge Check: Refer to the Answer Guide at lab's end.

- What software version and edition are these installations?

- On the Microsoft tab, expand **Any:None**.

Knowledge Check: Refer to the Answer Guide at lab's end.

- Why are there no license metric results displayed for the unlicensed installs?

- Select the **Visio 2016 Professional Windows** software model in the navigation bar.

> SQL Server

Not compliant

> Visio

Not compliant

> USA:None

Not compliant

> Any:None

Not compliant

2013 Professional

Not compliant

2016 Professional Windows

Compliant

Standard

Compliant

> United Kingdom:None

Not compliant

> Visual Studio

Compliant

Details

License Metric Results (1)

Removal Candidates (16)

Entitlements (2)

Remediation Options (2)

License Metric Results 1

Last refreshed just now.

Software model	License metric	Licenses owned	Licenses required	Licenses available	True-up cost
Microsoft Visio 2016 Professional Windows	Per Device	250	69	181	\$0.00

Showing 1-1 of 1

20 rows per page

Note: The results may vary in your instance.

Knowledge Check: Refer to the Answer Guide at lab's end.

4. What license metric is defined for this software model?
5. How many rights are currently owned? How many are used? How many are available?

7. Navigate to **Software Asset Workspace > License operations > Discovery models**.
8. Open the discovery model for **Microsoft Visio Professional 2013 15.1.4.8008** from the discovery models list.

Software Discovery Model - Microsoft Visio Professional 2013 15.1.4.8008

Display name: Microsoft Visio Professional 2013 15.1.4.8008

Normalization status: Partially Normalized

Publisher: Microsoft

Product: Visio

Version:

Publisher: Microsoft Corporation

Display name: Microsoft Visio Professional 2013

Version: 15.1.4.8008

Additional Information

Product Type: Licensable

Platform: -- Anything --

Language: -- Anything --

Edition:

Full version:

Exclude from content service: ☐

Update Normalize

Knowledge Check: Refer to the Answer Guide at lab's end.

6. What is the normalization status of the discovery model?
9. Update the form as follows:
 - Version: **2013**
 - Edition: **Professional**
 - Full version: **15.1.4.8008**
 - Platform: **Windows**
 - Click **Normalize**.



Knowledge Check: Refer to the Answer Guide at lab's end.

7. What is the normalization status of the discovery model now?

Section 2 Create a software model

As the Microsoft Visio Professional 2013 installations identified on the Unlicensed Installs tab of the Product Results form were not associated to a software model, Remy needs to create a software model for them.



1. As **Remy Dashun**, navigate to **Software Asset Workspace > Licensing operations > Licensing > Software models**.
2. Click **New**.
3. Complete the form as follows:
 - Publisher: **Microsoft**
 - Product: **Visio**
4. Click the **magnifying glass** to the right of the **Discovery map** field.
5. Select **DMAP0004892**.

Knowledge Check: Refer to the Answer Guide at lab's end.

8. Why select this discovery map?
6. Click **Save**.
7. From the **More** tab, select **Matching Discovery Models**.
- Note:** The Discovery Models view opens in a new tab.
8. Verify that the discovery model updated previously is displayed.

Microsoft Visio 2013 Professional Windows						Save
Status In Production						
Details	Suite Components	Suite Parents	Software Product Lifecycles	Software Entitlements	Override License Costs	Matching Discovery Models (1) ▼
Matching Discovery Models 1						
Last refreshed 1m ago.						
Display name	Normalization status	Publisher	Product ▼	Version ▼	Edition ▼	
Microsoft Visio Professional 2013 15.1.4.8008	Manually Normalized	Microsoft	Visio	2013	Professional	

9. Close the **Software models** tab.

Section 3 Update an entitlement with downgrade rights

Now that the software model has been created and linked to the appropriate discovery model, Remy is ready to set the downgrade rights as defined in the Microsoft agreement.

1. As **Remy Dashun**, navigate to **Software Asset Workspace > License operations > Software models**.
2. Open the software model for **Microsoft Visio 2016 Professional Windows**.
3. Open the software entitlement that has **200 Purchased rights**.



Details						
Microsoft Visio 2016 Professional Windows						
Status In Production						
Details Suite Components Suite Parents Software Product Lifecycle... (3) Software Entitlements (2) Override License Costs (2) More ▾						
Software Entitlements 2						
Last refreshed just now.						
Display name	License metric	Metric group	License type	Active rights	Purchased rights	Total cost
ET10031 - Microsoft Visio 2016 Professional Windows	Per Device	Microsoft	Perpetual	50	50	\$22,199.50
ET10055 - Microsoft Visio 2016 Professional Windows	Per Device	Microsoft	Perpetual	200	200	\$88,798.00

4. Under the Downgrade Rights tab, click **New**.
5. Set the Software model to **Microsoft Visio 2013 Professional Windows**.

Downgrade Rights		Submit
New record		
* Software entitlement	ET10055 - Microsoft Visio 2016 Professional Windows	Start date
* Software model	Microsoft Visio 2013 Professional Windows	End date
Active	<input checked="" type="checkbox"/>	Source
		Internal
Submit		

6. Click **Save**.

Section 4 Verify compliance position

Remy lets the software asset manager at CloudD, Rick Lemm, know that the updates have been made to align to the new Microsoft Agreement. Rick wants to ensure that the actions taken by Remy have improved the compliance position.



1. Impersonate **Rick Lemm**.
2. Run a reconciliation for **Microsoft**.

Knowledge Check: Refer to the Answer Guide at lab's end.

9. Why does Rick need to run this reconciliation?
3. When the reconciliation completes, view the results for **Microsoft Visio** License usage Publisher tab.

> PowerPoint	Not compliant	Details	Software Model Results (2)	Removal Candidates (16)	Entitlements (3)	Remediation options (2)
> Project	Not compliant	Software Model Results 2				
> Publisher	Not compliant	Last refreshed just now.				
> SQL Server	Not compliant					
> Visio	Not compliant					
2016 Pr...	Compliant					
Standard	Compliant					
> Visual Studio	Compliant					
> Windows S...	Not compliant					
> Word	Not compliant					
		Showing 1-2 of 2	1	20 rows per page		

Software model result	Status	True-up cost	Over-licensed amount	Potential savings
2016 Professional Windows	Compliant	\$0.00	\$67,930.47	\$6,215.86
Standard	Compliant	\$0.00	\$0.00	\$0.00

Note: The results may vary in your instance.

Knowledge Check: Refer to the Answer Guide at lab's end.

10. Why is the compliance status of the product still Not Compliant?
11. How many software models are there for Microsoft Visio? What version are they?
12. Why doesn't the software model you created for Microsoft Visio 2013 Professional show for the Visio product?

- Expand the Visio product and select **Visio 2016 Professional Windows** software model and select the **License Metric Results** tab.

> PowerPoint

Not compliant

> Project

Not compliant

> Publisher

Not compliant

> SQL Server

Not compliant

> Visio

Not compliant

> 2016 Pr...

Compliant

> Standard

Compliant

> Visual Studio

Compliant

> Windows S...

Not compliant

> Word

Not compliant

Details

License Metric Results (2)

Removal Candidates (16)

Entitlements (2)

Remediation Options (2)

License Metric Results

2

Last refreshed just now.

Software model	License metric	Licenses owned	Licenses required	Licenses available	True-up cost
Microsoft Visio 2016 Professional Windows	Per Device	50	50	0	\$0.00
Microsoft Visio 2016 Professional Windows	Per Device	200	47	153	\$0.00

Showing 1-2 of 2

1

20 rows per page

Note: The results may vary in your instance.

- For the row with 200 Licenses owned, click the number in the **Licenses required** column.

Software model	License metric	Licenses owned	Licenses required	Licenses available	True-up cost
Microsoft Visio 2016 Professional Windows	Per Device	50	50	0	\$0.00
Microsoft Visio 2016 Professional Windows	Per Device	200	47	153	\$0.00

Microsoft > Visio > 2016 Professional Windows > Licenses required

Details Licenses Required By (36) Downgrades/Upgrades (1) Installs (47)

Licenses Required By 36

Last refreshed just now.

Required by (Device)	Assigned to	Licenses required	Licensing status
MacBook Pro 15"	Sandra Graen	1	Licensed
*DENNIS-IBM	Dennis Millar	1	Licensed
MacBook Pro 17"	Dorothea Sweem	1	Licensed
*CAROL3-GATEWAY	Carol Coughlin	1	Licensed
*BUD-IBM	Bud Richman	1	Licensed
43005-020220	Charlie Whitherspoon	1	Licensed
*CHUCK-IBM	Chuck Farley	1	Licensed
*WAYNE-IBM	Wayne Webb	1	Licensed
*ANNIE-IBM	Annie Approver	1	Licensed

Note: The results may vary in your instance.

- Click **Downgrades/Upgrades** to see the older software (2013) that is consuming a license due to the downgrade rights record.

STRY050102 – Configure software product lifecycle

Section 5 Add a publisher software product lifecycle

Now that the downgrade changes have been validated, Rick wants to add a publisher software product lifecycle to ensure CloudD can manage to the end of the extended support requirement in the Microsoft agreement. The Microsoft agreement states that the end of extended support will be the last day of next year.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations > Software models**.



Note: Setting up software product lifecycles requires the `sam_admin` role.

2. Open the software model for **Microsoft Visio 2016 Professional Windows**.
3. From the **More** tab, select **Product Lifecycles for all Versions**. Review the lifecycle phases already added via the ServiceNow content service.

Microsoft Visio 2016 Professional Windows

Status

In Production

Details

Suite Components

Suite Parents

Software Product Lifecycle... (3)

Software Entitlements (2)

Override License Costs (2)

Product Lifecycles for all Versions (12)

Product Lifecycles for all Versions

12

New

Last refreshed just now.

Publisher	Product ▾	Version ▾	Full version	Edition	Lifecycle phase	Lifecycle type	Source	Phase start date
Microsoft	Visio	2019		Professional	End of Support	Publisher	ServiceNow	2023-10-10
Microsoft	Visio	2019		Professional	General Availability	Publisher	ServiceNow	2018-09-24
Microsoft	Visio	2019		Professional	End of Extended Support	Publisher	ServiceNow	2025-10-14
Microsoft	Visio	2016		Professional	End of Extended Support	Publisher	ServiceNow	2025-10-14
Microsoft	Visio	2016		Professional	End of Support	Publisher	ServiceNow	2020-10-13
Microsoft	Visio	2016		Professional	General Availability	Publisher	ServiceNow	2015-09-22
Microsoft	Visio	2010		Professional	End of Extended Support	Publisher	ServiceNow	2020-10-13
Microsoft	Visio	2010		Professional	End of Support	Publisher	ServiceNow	2015-10-13
Microsoft	Visio	2010		Professional	General Availability	Publisher	ServiceNow	2010-07-15
Microsoft	Visio	2010		Professional	General Availability	Publisher	ServiceNow	2010-07-15

Showing 1-12 of 12

1

2

20

rows per page

Note: These display with a source of **ServiceNow** as they were provided by the Content Service.

As this is not a full production instance, the results in the training instance may vary from the image above.

4. On the Software Product Lifecycles for all Versions tab, click **New**.

5. Complete the form as follows:

- Lifecycle type: **Publisher**
- Lifecycle phase: **End of Extended Support**
- Phase start date: **<December 31 of next year>**

Details | Create New Cust... x

Create New Custom Software Product Lifecycle

Save

Details

Custom Software Product Lifecycle

Publisher: Microsoft

Product: Visio

Version:

Edition:

Full version:

Phase start date *: 2024-12-31

Lifecycle type: Publisher

Risk: Moderate

Lifecycle phase: End of Extended Support

Active: ☒

Source: Internal

Knowledge Check: Refer to the Answer Guide at lab's end.

13. Why is there only a start date and not an end date?

6. Click **Save**.

Knowledge Check: Refer to the Answer Guide at lab's end.

14. What is the source of the software product lifecycle you just added?

Section 5.1 Add internal software product lifecycles

Rick also wants to add some internal software product lifecycles to prepare for and manage Microsoft Visio 2013 as it nears the Microsoft End of Extended Support date.

1. As **Rick Lemm**, navigate to and open the Software Model for **Microsoft Visio 2013 Professional**.
2. From the **More** tab, select **Product Lifecycles for all Versions** then click **New**.
3. Complete the form as follows:
 - Version: **2013**
 - Edition: **Professional**
 - Lifecycle type: **Internal**
 - Lifecycle phase: **End of Support**
 - Phase start date: <Today's date>
 - Description: **We will provide internal support only on Microsoft 2013. Will upgrade user to Microsoft Visio 2016 if required.**



Knowledge Check: Refer to the Answer Guide at lab's end.

15. Why is there only a start date and not an end date?

4. Click **Save**.

5. Add another lifecycle and complete the form as follows:

- Version: **2013**
- Edition: **Professional**
- Lifecycle type: **Internal**
- Lifecycle phase: **End of Extended Support**
- Phase start date: **<June 30 of next year>**
- Description: **We will not provide internal support on Microsoft 2013. All users will be upgraded to Microsoft 2016.**

Create New Custom Software Product Lifecycle Save

Details

Custom Software Product Lifecycle

Publisher: Microsoft

Product: Visio

Version:

Edition:

Full version:

Phase start date: 2024-06-30

Lifecycle type: Internal

Risk: Moderate

Lifecycle phase: End of Extended Support

Source: Internal

Description: We will not provide internal support on Microsoft 2013. All users will be upgraded to Microsoft 2016.

☒ Active

6. Click **Save**

7. Navigate back to the **Details** tab, **refresh** the view, and review the **Software Lifecycles**.



Congratulations! You have completed this lab!

You are now ready to begin learning about optimizing software installations.

Knowledge Check Answer Guide

9. **What is the compliance status of the product? Why?**

- Not Compliant
- There are unlicensed installs for the product.

10. **What software version and edition are these installations?**

- Professional 2013
- Visio 2016

11. **Why are there no license metric results displayed for the unlicensed installs?**

- The unlicensed installs are not associated with a software model.

12. **What license metric is defined for this software model?**

- Per Device

13. **How many rights are currently owned? How many are used? How many are available?**

- 250
- 69
- 181

Note: Again, your values may differ from those in this screenshot depending upon when you run the lab.

14. **What is the normalization status of the discovery model?**

- Partially Normalized

15. **What is the normalization status of the discovery model now?**

- Manually Normalized

16. **Why select this discovery map?**

- The discovery map is for Microsoft Visio Professional where:
 - Version starts with 2013
 - Edition is Professional

17. **Why does Rick need to run this reconciliation?**

- Remy only has the sam_user role which allows her to review results.
- The sam_admin role is required to run reconciliations.

18. Why is the compliance status of the product still Not Compliant?

- There are still more unlicensed installs associated to the Microsoft Visio software model.

19. How many software models are there for Microsoft Visio? What version are they?

- 2
- Microsoft Visio 2016 Professional Windows and Visio

20. Why doesn't the software model you created for Microsoft Visio 2013 Professional show for the Visio product?

- Because the installations are licensed under the Microsoft Visio 2016 Professional Windows software model via the downgrade rights setup

21. Why is there only a start date and not an end date?

- This is to define END of extended support. There is no end date for this phase.

22. What is the source of the software product lifecycle you just added?

- Internal

23. Why is there only a start date and not an end date?

- Lifecycle phases are consecutive (a phase starts on a date and goes until the next phase starts).

Lab takeaways



- Create a software model with downgrade rights
- Create publisher software product lifecycles
- Create internal software product lifecycles