

Manage software products and models

Lab 3.1

15-20 minute

Lab objectives

You will achieve the following objectives:

- New publisher created
- New custom product created
- Software models created

Lab Dependency: *Requires the completion of Lab 1.1*

Required Resources: *None*

Scenario

Rick Lemm, Software Asset Manager at CloudD, wants to add two new software models. One is for an existing publisher and product; the other is for a custom product developed by CloudD.

Requirements Summary

User Stories

- STRY030101 – Create known product software model

As a software asset manager, I need to create a new software model for Corel WinZip product, so that I can track software entitlements against the new version.

- STRY030102 – Create custom product software model

As a software asset manager, I need to create a new software model for CloudD's new holographic meeting software, so that I can track software entitlements against the new product.

STRY030101 – Create known product software model

Section 1 Validate software model does not exist

Software models represent **what** is licensed. CloudD is purchasing Corel WinZip 17 for Windows. Before creating a new software model for this purchase, Rick needs to ensure that one has not already been created for it.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations** then click on **Software models** under Licensing.
2. Search for a Display name that contains **Corel WinZip**.



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

1. How many software models exist for **Corel WinZip**?
3. Open the Corel WinZip 15 Windows software model.

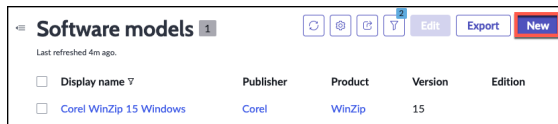
Knowledge Check: Refer to the Answer Guide at lab's end.

2. What is the display name?
3. What is the version?
4. What is the platform?
4. Navigate back to the Software Models list.

Section 2 Create a software model

Rick wants to create a new software model specifically for Windows, version 17 of Corel WinZip.

1. Click **New** on the Software Models list.

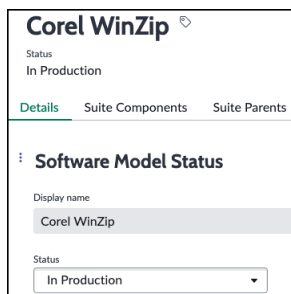


2. Complete the form as follows:
 - On the Product Details section:
 - Publisher: **Corel**
 - Product: **WinZip**

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

5. When the product was selected what was the Product classification updated to? Where did this come from?

3. Click **Save**.

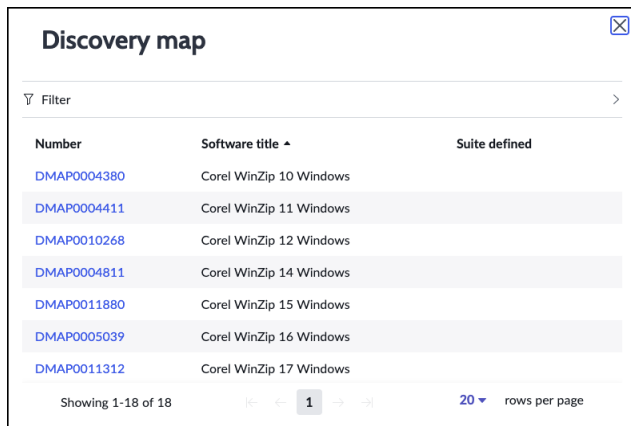


Knowledge Check: Refer to the Answer Guide at lab's end.

6. What is the new software model's display name? Why?

4. In the General section, update the following:
 - **Short description:** Simple, powerful compression utility software
 - **Cost:** \$30

5. In the Product Details section, click the magnifying glass next to the **Discovery map** field.



Number	Software title	Suite defined
DMAP0004380	Corel WinZip 10 Windows	
DMAP0004411	Corel WinZip 11 Windows	
DMAP0010268	Corel WinZip 12 Windows	
DMAP0004811	Corel WinZip 14 Windows	
DMAP0011880	Corel WinZip 15 Windows	
DMAP0005039	Corel WinZip 16 Windows	
DMAP0011312	Corel WinZip 17 Windows	

Showing 1-18 of 18 20 rows per page

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

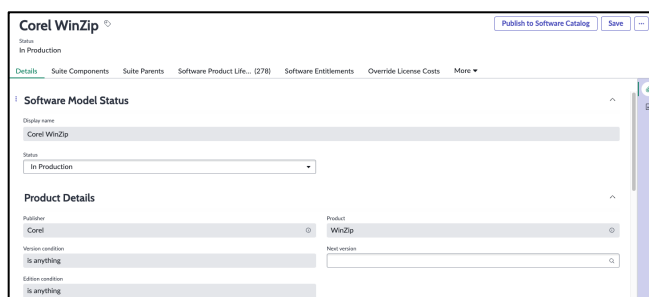
7. Where did the list of Discovery Maps come from?

6. When the discovery map list for **Corel WinZip** is displayed, select **DMAP0011312**.

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

8. Which fields on the model record were updated based on the discovery map selected?

7. Click **Save**.



Corel WinZip

Details Suite Components Suite Parents Software Product Life... (276) Software Entitlements Override License Costs More

Software Model Status

Display name: Corel WinZip

Status: In Production

Product Details

Publisher: Corel Product: WinZip

Version condition: Is anything Next version:

Edition condition: Is anything

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

9. What is the software model's display name now? Why?

STRY030102 – Create custom product software model

Section 3 Create a custom product

Rick needs to create another software model. This one is for a new application that CloudD developed in-house. Before creating the model however, they must first create a custom product for the model to be related to. When they attempt to create the custom product, they find that CloudD is not in the list of available publishers; they must create a new publisher record for CloudD before creating the custom product.

Section 3.1 Create a new publisher



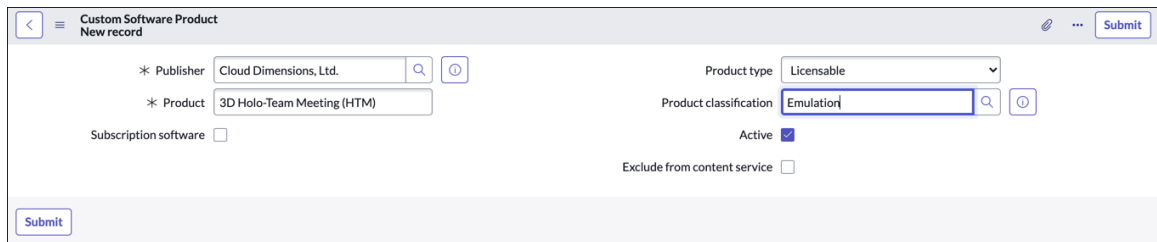
1. As **Rick Lemm**, navigate to **Software Asset > Administration > Custom Products**.
2. Click **New**.
3. In the Publisher field, start typing **Cloud Dimensions**.
4. Cloud Dimensions does not show in the drop-down list, so Rick knows that they need to create it. Clear the **Publisher** field.
5. Click the magnifying glass (Lookup using list) next to the Publisher field to bring up the list of available publishers.
6. Click the **New** button on the Companies list.
7. Enter **Cloud Dimensions, Ltd.** in the Name field.

A screenshot of a web application form titled "Company New record". The form has a light gray header with a back arrow, a menu icon, the title "Company New record", and a "Submit" button. The form fields are arranged in two columns. The left column contains: "Name" (text input with "Cloud Dimensions, Ltd."), "Phone" (text input), "Fax phone" (text input), "Manufacturer" (checkbox), "Vendor" (checkbox), "Stock symbol" (text input), "Stock price" (text input), and "Notes" (text area). The right column contains: "Street" (text input), "City" (text input), "State / Province" (text input), and "Zip / Postal code" (text input). A "Submit" button is located at the bottom left of the form.

8. Click **Submit** to create the publisher and update the Publisher field on the Custom Software Product record.

Section 3.2 Complete custom product record

1. Complete the remainder of the Custom Product form as follows:
 - Product: **3D Holo-Team Meeting (HTM)**
 - Product type: **Licensable**
 - Product classification: **Emulation**



The screenshot shows a web form titled "Custom Software Product" with a "New record" link. The form contains the following fields and values:

- * Publisher:** Cloud Dimensions, Ltd.
- * Product:** 3D Holo-Team Meeting (HTM)
- Subscription software:** ☐
- Product type:** Licensable
- Product classification:** Emulation
- Active:** ☒
- Exclude from content service:** ☐

A "Submit" button is located at the bottom right of the form.

2. Click **Submit**.

Section 4 Create a custom product software model

A software model is needed for the custom product once the licenses are ready to be tracked. For the Software Asset Administrator, Remy Dashun, to create an entitlement to track the licensing information, a software model must exist for it to relate to. With both the publisher and the custom product defined, Rick is ready to create the software model.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations** then click on **Software models** under Licensing.
2. Click **New**.
3. In the Publisher field select **Cloud Dimensions, Ltd.**
4. In the Product field select **3D Holo-Team Meeting (HTM)**.
5. Click **Save**.



Note: Product Classification field automatically populates based on the product selected.

6. Complete the remainder of the form as follows:
 - On the Product Details section:
 - Version condition: **is**
 - Version: **2.0**
 - On the General section:
 - Short description: **3D holographic meeting speakers any time, any place**

— Cost: **\$15,000**

7. Click **Save**.

Cloud Dimensions, Ltd. 3D Holo-Team Meeting (HTM) 2.0

Status
In Production

Software Model Status

Display name
Cloud Dimensions, Ltd. 3D Holo-Team Meeting (HTM) 2.0

Status
In Production

Product Details

Publisher
Cloud Dimensions, Ltd.

Product
3D Holo-Team Meeting (HTM)

Version condition
is

Version *
2.0

General

Short description
3D holographic meeting speakers any time, any place

Platform
-- Anything --

Language
-- Anything --

Asset tracking strategy
Leave to category

Next version

Asset tracking unit
Individual Unit

☐ Certified

Cost
USD (\$) 15,000.00

☐ Restricted software

Challenge: Validate that the new publisher record is related to the new software model.

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

10. What is the value of having a related Product Models list on the company record for this publisher?

11. What other information can you obtain from the Company form for this publisher?

Lab Challenge Verification

This section provides screenshots of steps performed in the lab challenge.

Challenge: *Validate that the new publisher record is related to the new software model.*

- Open the Publisher record by clicking the highlighted selection below.

Cloud Dimensions, Ltd. 3D Holo-Team Meeting (HTM) 2.0

Status
In Production

Details Suite Components Suite Parents Software Product Lifecycles Software Entitlements Override

Product Details

Publisher: Cloud Dimensions, Ltd. Product: 3D Holo-Team Meeting (HTM)

- Scroll down to view Product Models related list

Company Cloud Dimensions, Ltd.

Name: Cloud Dimensions, Ltd. Street: [Empty]

Phone: [Empty] City: [Empty]

Fax phone: [Empty] State / Province: [Empty]

Manufacturer: [Empty] Zip / Postal code: [Empty]

Vendor: [Empty]

Stock symbol: [Empty]

Stock price: [Empty]

Notes: [Empty]

Update Delete

Product Models (1) Vendor Catalog Items Normalized Company Mapping Normalized Company Name

Manufacturer = Cloud Dimensions, Ltd.

Name	Model number	Model categories
Cloud Dimensions, Ltd. 3D Holo-Team Meet...		Software License, Software

1 to 1 of 1

Congratulations! You have completed this lab!

You are now ready to begin learning about software license metrics and their role in software entitlements and reconciliation.

Knowledge Check Answer Guide

1. **How many software models exist for Corel WinZip?**
 - 1
2. **What is the display name?**
 - Corel WinZip 15 Windows
3. **What is the version?**
 - 15
4. **What is the platform?**
 - Windows
5. **When the product was selected what was the Product classification updated to? Where did this come from?**
 - Data Compression
 - The Product classification came from the product record.
6. **What is the new software model's display name? Why?**
 - Corel WinZip
 - The publisher and product were combined to create the display name.
7. **Where did the list of discovery maps come from?**
 - ServiceNow's content service
8. **Which fields on the model record were updated based on the discovery map selected?**
 - Version condition
 - Version
 - Platform
9. **What is the software model's display name now? Why?**
 - Corel WinZip 17 Windows
 - The version and platform were appended to the original display name to ensure a unique record identifier.
10. **What is the value of having a related product Models list on the company record for this publisher?**
 - Software Asset Management can quickly see all software models associated with a single publisher.

11. What other information can you obtain from the baseline Company form?

- A related list of vendor catalog items associated to the selected publisher

Note: *Vendor Catalog items are discussed in another module.*

- A related list of all the variable discovered names associated with this publisher and what normalized name they should be mapped to
- A related list of all the discovered names that should be mapped to the same normalized name as the selected publisher

Lab takeaways



- What is the value of custom products?
- What is a software model used for?
- How are software model names created?