Content Service and job results

Lab 2.5   5-10 minute

Lab objectives

You will achieve the following objectives:

- Establish Content Service participation
- Exclude a software model from Content Service participation
- Validate Software Asset Management job results

> **Lab Dependency:** *Requires the completion of Lab 1.1*
>
> **Required Resources:** *None*

Scenario

Rick Lemm, Software Asset Manager at CloudD, wants to minimize the number of software discovery models that must be manually normalized in the future. To accomplish this, Rick wants to opt in to ServiceNow's Content Service. This allows CloudD to receive the entire contents of the content library as well as to send software discovery model information (for software models that have not been fully normalized in the CloudD instance) to ServiceNow's Content Curation team for investigation.

Additionally, Rick wants to validate that the Content Service jobs are running as expected. These jobs are required to receive updated data from ServiceNow's Content Service and to normalize software discovery models to the updated data.

Requirements Summary

User Stories

- STRY020501 – Participate in ServiceNow's Content Service

  As a software asset manager, I want to provide data to ServiceNow when a software model cannot be fully normalized, so that their Content Service can update data I need to support our software normalization.

- STRY020502 – Validate job results

  As a software asset manager, I want to validate that content is being provided from the Content Service and that nightly software discovery model normalization is occurring.

STRY020501 – Participate in ServiceNow's Content Service

Section 1 Opt-in to support the Content Service

To help keep the software data within the content service up-to-date, Rick Lemm, the software asset manager at CloudD, wants to provide details back to ServiceNow on the software discovery models and processors found in his environment that could not be fully normalized by the Content Service.

1. If not already, impersonate **Rick Lemm**.

2. Navigate to **Software Asset > Administration > Content Service Setup**.

3. Click the **Opt-In Agreement** link.
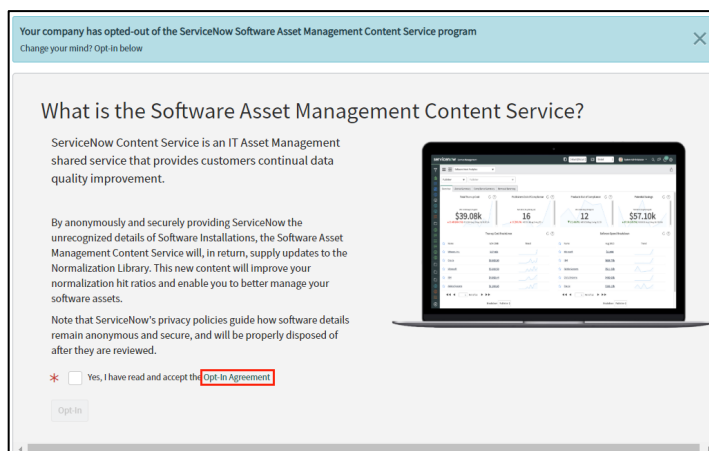
4. Read the details on what the ServiceNow Content Service Agreement is and click **Done** when finished.

5. Select the **Yes, I have read and accept the Opt-In Agreement** check box.

6. Click **Opt-In**.

7. Expand each of the Software Asset Data sections (e.g., **Software Discovery Models**), by clicking the arrow ▶ to the left of the data topic, and review details on what is sent back to ServiceNow.
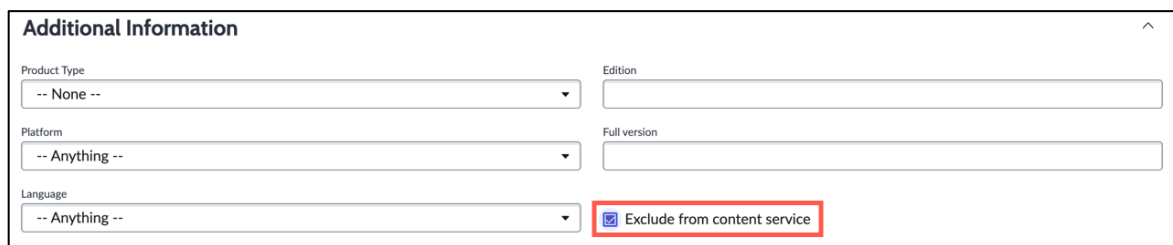
> **Note:** *If you later decide to opt out, simply return to this screen and click, I would like to opt my company out of the Software Asset Management Content Service Program.*

Section 2 Exclude discovery model

Rick does not want information from one of his discovery models to be sent to ServiceNow so wants to mark it for exclusion from the Content Service.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > License operations** then click on **Discovery models** under Discovery**.**

2. Open the **SnagIt 13 13.0.1** discovery model.

3. Select the **Exclude from content service** check box.

Additional Information	^
Product Type	Edition
-- None -- ▼	
Platform	Full version
-- Anything -- ▼	
Language	
-- Anything -- ▼	☑ Exclude from content service

Note: *This option appears only when you have opted-in to the Content Service program.*

4. Click **Save**.

STRY020502 – Validate job results

Section3 Review software asset job results

Rick wants to validate that the automatic jobs are running.

1. As **Rick Lemm**, navigate to **Software Asset > Administration > Job Results.**

2. Review the **Software Asset Job Results** list that is displayed.

   > **Important:** *If no records are displayed or there are no records that match criteria in this lab section, it is because your instance was spun up today. Most jobs run overnight automatically. You can skip this section today and come back to it tomorrow after the jobs have run.*

3. To validate that you are receiving updated content from ServiceNow, identify a job result with the Name of **SAM - Software Asset Management Premium Content Upload** and verify it has a status of **Completed**.

   > **Note:** *Scheduled jobs utilize pre-defined scripts to execute. To see what software asset management jobs are scheduled, the **system administrator** role can access them from **System Definition** > **Scheduled Jobs**.*

Section 4 Review normalization job results

Rick wants to understand what percentage of software discovery models are fully normalized and, for those that are manually, or partially normalized, which publishers are affected. Rick can see this information on the "Software asset analytics view" in the Software Asset Workspace.

1. As **Rick Lemm**, navigate to **Software Asset Workspace > Software asset analytics**.

2. Click the **Normalization and content** tab.

3. Hover over the **Normalized** bar on the graph.
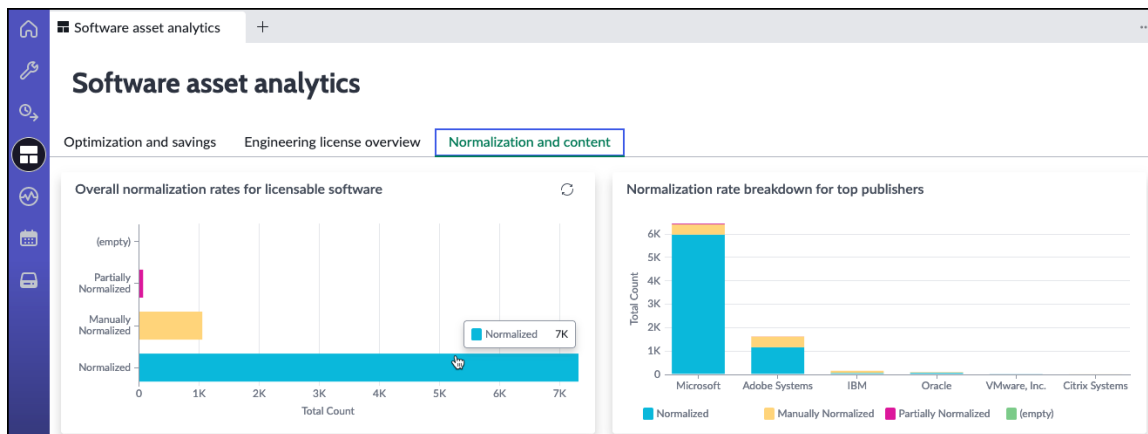
   Note: *Your value may differ from that shown here.*

4. Review the **Normalization rate breakdown for top publishers** graph.

Congratulations! You have completed this lab!

You are now ready to begin learning about managing software asset data in ServiceNow's Software Asset Management Professional product.

Lab takeaways

- What is the value of opting in to the ServiceNow Content Service?

- Why would you opt out a software discovery model from the ServiceNow Content Service?