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**.
- Navigate to Software Asset Workspace > License usage then click the Publishers tab.
- 3. Click on the Microsoft card and for Visio, click Any:None.



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?

4. Click on the number next to Unlicensed Installs.





Note: The results may vary in your instance.

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

- 2. What software version and edition are these installations?
- 5. On the Microsoft tab, expand **Any:None**.

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

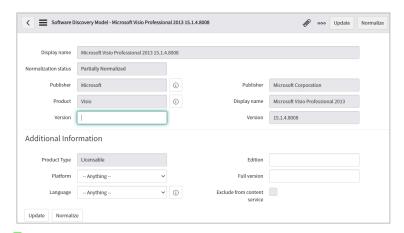
- 3. Why are there no license metric results displayed for the unlicensed installs?
- 6. Select the Visio 2016 Professional Windows software model in the navigation bar.



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.



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.

- 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.



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

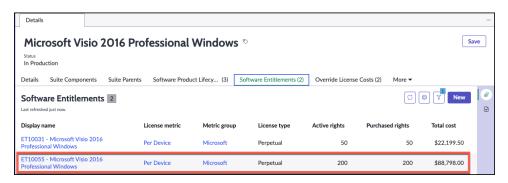
Section 3 Update an entitlement with downgrade rights

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.

 As Remy Dashun, navigate to Software Asset Workspace> License operations > Software models.



- Open the software model for Microsoft Visio 2016 Professional Windows.
- 3. Open the software entitlement that has 200 Purchased rights.



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



6. Click Save.

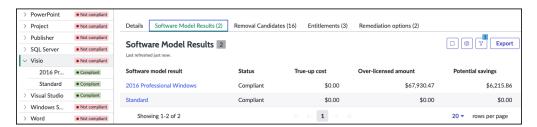
Section 4 Verify compliance position

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.



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?

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



Note: The results may vary in your instance.

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





Note: The results may vary in your instance.

6. 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

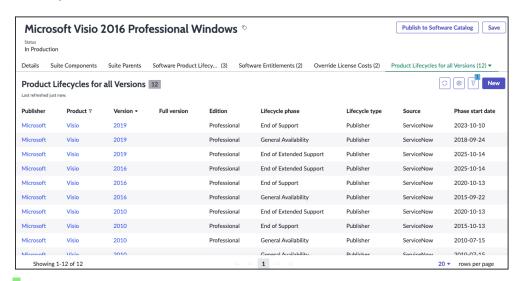
Now that the downgrade changes have been validated, Rick wants to add a publisher software product lifecycle to ensure CloudD can manage to the end of the extended support requirement in the Microsoft agreement. The Microsoft agreement states that the end of extended support will be the last day of next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

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.

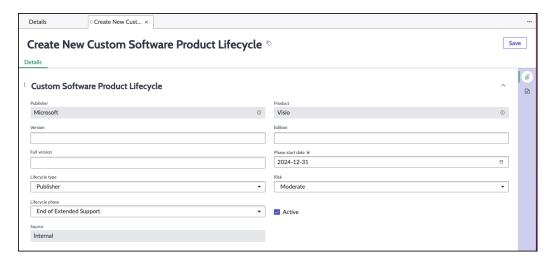


Note: These display with a source of **ServiceNow** as they were provided by the Content Service.

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>



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.

 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

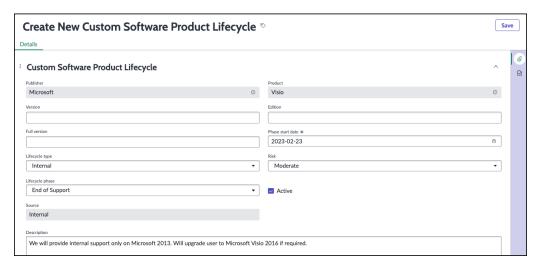
Edition: Professional

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**

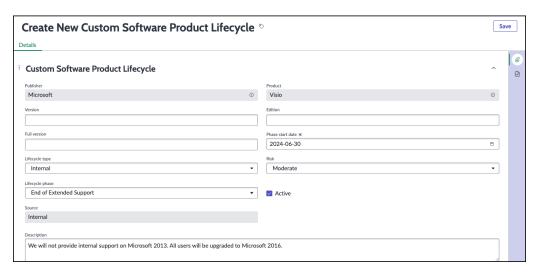
Edition: Professional

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.



- 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