Overcoming the Challenges of Software Compliance

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Agenda

> What is Software Compliance & Why is it Important?
> Software Compliance Challenges
> Where do I Begin?
> CA Can Help
> Questions
What is Software Compliance?

> “The act of adhering to, and demonstrating adherence to laws, regulations, and policies”

- Copyright law (Title 17) & other legal constraints
- Industry-specific controls & reporting requirements
- Organisational directives
Why is Compliance So Important?

> Software is a significant amount of IT budget
  - Direct cost (purchase, maintenance)
  - Indirect cost (management, deployment, tracking)
  - Most organisations tend to over-purchase

> Risk/Cost of Software Audits
  - Unplanned expenses
  - Damaged brand/reputation
  - Business disruption
  - Legal/financial exposure

2008 was “The Year of the Audit”
The number of firms audited by external organisations jumped almost 80%

Source: ECP
What does it REALLY take?

> STEP 1: Identify installed software products
> STEP 2: Match installed software products to my licenses
> STEP 3: Compare the difference: report compliance

It sounds simple enough.... Or is it?
Everything Begins with Software Inventory
Software Inventory Data Challenges

> No tagging standards for software publishers
> How you purchase software is not how it is discovered
  - Two different languages
  - Example: promotional bundle
> Duplicate software reported
> Missing data
> Multiple discovery tools
  - Report software differently
Software Inventory Data Challenges

> What is Important and What’s Not?
  - Too Much data: 1,000’s of records
Software Inventory Data Challenges

> Unjustified Liability (Potential Exclusions)
  - 3rd-Party Software Bundles
  - Evaluation Software
  - OEM ("Original Equipment Manufacturer") Software
What Do I Own?
Purchase & Financial Data Challenges

- Financial records not designed for compliance analysis
- Insufficient detail in transaction record (in most accounting systems)
  - Missing or inconsistent information (title, version, edition)
  - Searches produce inconsistent results
- Software purchased with hardware (OEM titles)
- Software associated with project codes (little or no line item information)
- Lack of available history
Purchase & Financial Data Challenges

> Vendor purchase data not designed for compliance analysis

> Too much information
  • Includes all purchases (hardware, software, services)

> Not enough information
  • Vendor descriptions are often too vague or cryptic
  • Part numbers may or may not be included

> Software licensing models are complicated or cryptic
Where to I Begin?
Critical Success Factors

> Prioritise scope and phased approach
  *You can’t boil the ocean*

> Complete, accurate and current inventory

> “Content” drives automation - key to transforming the software compliance equation into a repeatable process

> Technology provides the framework and addresses some of the data collection, but Services is the enabler
Planning

> How do I prioritise (manage to risk)
  ▪ Hundreds of software publishers/thousands of titles
> Focus: Publishers represented by audit associations
  ▪ 70% of total software spend
  ▪ 90% of all audit risk
> Second: Specialty vendors/software
  ▪ 20% SW spend
  ▪ Identifiable Agreements
Set Goals

> Focus: High Risk Software
  - Prioritise efforts
    - What is most likely to be audited
    - What can we best report on

> Reactive State
  - Reporting on Compliance Status
  - Reporting on number of installs vs. number of licenses purchased
  - Manual analysis

> Avoid over-purchasing of Software
CA Can Help!
CA IT Asset Manager: Software Compliance Manager

Connection to CA Knowledge Update over the web

Compliance Status

SwCM

Compliance Dashboard

Inventory Interpretation

Compliance Engine

Software Knowledge Base

Inventory Integration with Asset Management / import from 3rd party tools

Contract / Ownership Data entry / import from external data
Key Capabilities

Compliance Engine
Automatically interprets discovery data and correlates that with licensing information

License Administrator
Record license information and dependencies required to prove compliance

License Event Manager
Dashboard views of compliance status giving continuous visibility into compliance

Related Licenses
Support for dependent licenses like upgrades

Inventory Data Interpreter

Knowledgebase
Standardised product names and software matching rules

Inventory Integration
Unifying multiple sets of data
Inventory Data Interpreter: Categorisation

> Managed (Relevant)
  - Licensable products

> Unmanaged (Noise)
  - Subcomponents
  - Patches & hotfixes
  - Freeware

> Requires Review
  - Incomplete but recognisable
Inventory Data Interpreter

> Normalisation
  - Publisher / Manufacturer Names
  - Product Names
  - Product Versions

> Standardisation
  - Software Titles

Before Data Normalisation
- IBM
- I.B.M
- IBM Corp.
- IBM Corporation
- International Business Machines
- Int'l Business Machines
- Microsoft
- Microsoft Corp.
- Microsoft Corporation

After Data Normalisation
- IBM
- Microsoft

Trade Name Version
- Microsoft + Office + 2003 + Standard + English
CA Product Knowledgebase

- Identify discovered, “ licensable” software products
  - Categorise / Normalise to known list of products
- Based on customer submissions (discovered software)
- Support for 3rd-party discovery tools
  (i.e. Microsoft SMS, Tivoli, LANDesk, Altiris)
- Scope (coverage) limited to specific vendors
  - Supports research methodology
  - Service level objectives / publication goals
- Software Content Roadmap
  - Customer demand
  - Risk of audit (i.e. BSA/SIIA Membership)
  - Availability of vendor partnerships

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<th>Current Scope</th>
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<td>- Adobe</td>
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License Administrator

> Manage different license types/metrics
  - Subscription/term
  - Perpetual
  - License upgrades
  - Backward/forward coverage

> Manage usage rights
  - Install & device licenses
  - CPU based
  - Location
Compliance Engine

> Engine looks at licenses holistically
  - Automatically matches licenses to discovery in the most optimal manner

> Uses proprietary algorithms and rules to take the data and supply compliance results - “match” discovered instances of software to licenses that will cover those instances
  - Finite (defined limit) vs. Non-Finite
  - Specific (limitations) vs. Non-Specific
  - Single Product vs. Multiple Products
Compliance Engine – An Example

License A = 3
Product 1.0
Product 2.0
Product 3.0

License B = 5
Product 2.0
Product 3.0

License C = 5
Product 1.0

Alert Out of Compliance 2 Product 3.0
Under-Utilised License C by 2
Compliance Engine – An Example

License A = 3
- Product 1.0
- Product 2.0
- Product 3.0

License B = 5
- Product 2.0
- Product 3.0

License C = 5
- Product 1.0

No Alert you are Compliant
All licenses have been used optimally
Summary

> Software compliance is a necessary and challenging discipline

> CA IT Asset Manager (Software Compliance Manager) reduces complexity and streamlines the effort associated with effectively managing compliance
IT Asset Manager: A Look Ahead

> Enhanced Compliance (Additional License Metrics)
> Expanded Content Support
> Software Allocations
> License Pools
> ISO/IEC 19770-2 Standard Support
> Software Optimisation
Questions/Answers