ITAM Developments in the West

Possible learnings for Japan

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providing assurance to management

Agenda

- Implications of increasing complexity
- Increased focus on
  - License compliance
  - Cost savings
  - Security
- Changes in trust relationships

Agenda (cont)

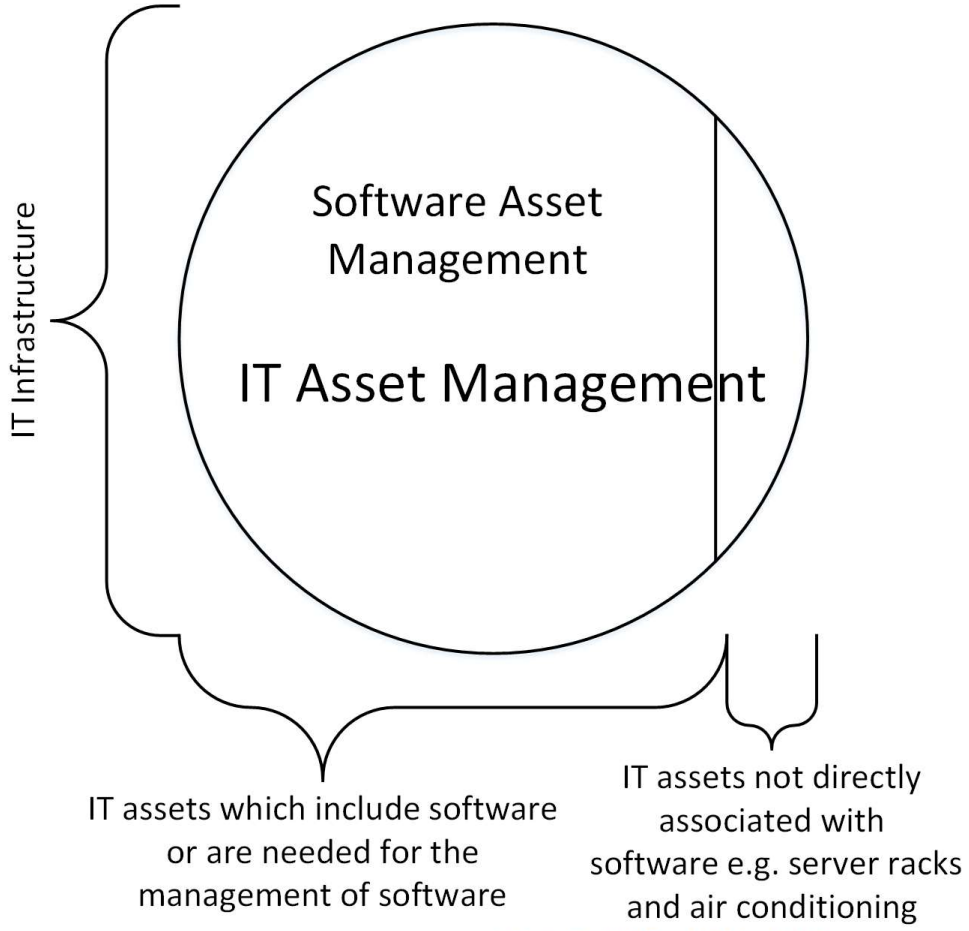
- Developments in 'HOW'
  - Process
  - Technology
  - Reliance on external expertise
- Developments in integration
  - Service management & security
  - How to break down silos
- Developments in sustainability
- Future developments

The Baseline: 2003

"Software Asset Management (SAM) is all of the infrastructure and processes necessary for the effective management, control and protection of the software assets within an organisation, throughout all stages of their lifecycle."

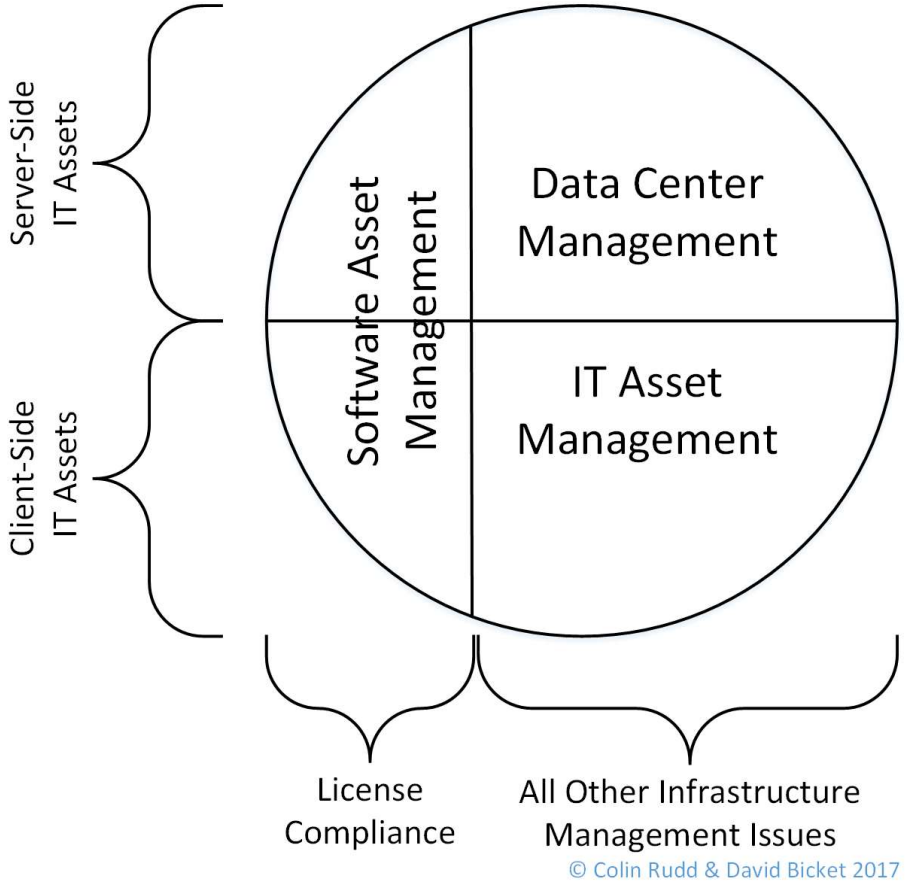
SAM or ITAM?

… in principle



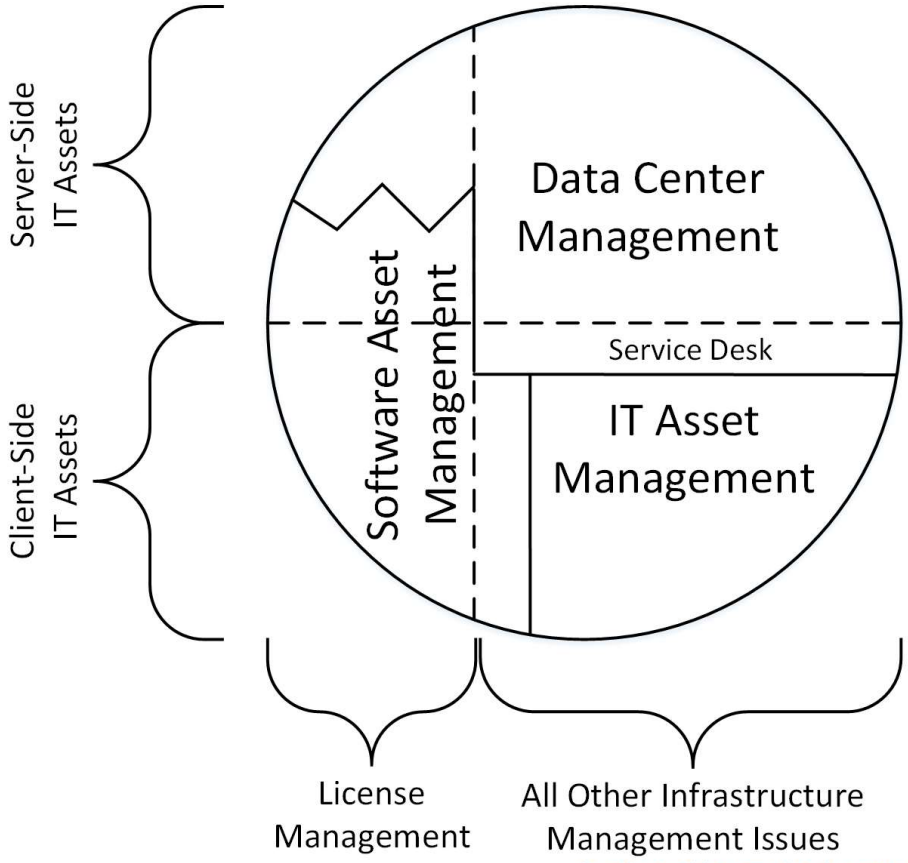
SAM or ITAM?

… common perception



SAM or ITAM?

… common practice



Increasing Complexity

Increasing Complexity

- "the central challenge… is ultimately a problem of complexity – extreme complexity"
- "The volume of knowledge and skills has exceeded our individual capabilities."
- "even the most experienced people, even the most expert, fail, and … we need the humility to understand that."

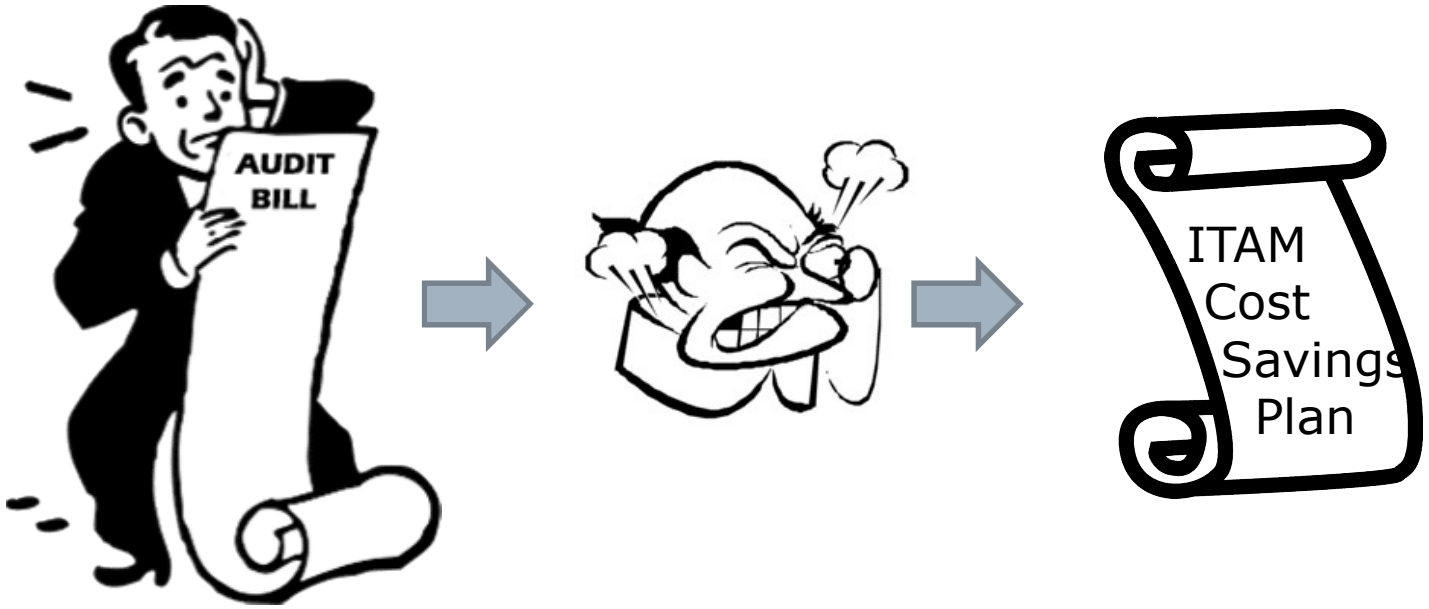
Increased Focus on License Compliance

You will be audited!

£ $
¥ €

It will cost you!

Increased Focus on Cost Savings



IT Director

Financial Director

ITAM Manager

Types of Cost Savings

Recovery

Reduction

Avoidance

Cost Saving Opportunities

Cost recovery	Intraorganizational billing
	Resale of used licences
	Refunds/credits from vendors/publishers
Cost reduction	Cancellation of unneeded software and hardware maintenance
	Cloud services control
	Licence harvesting and reuse
	Server and architectural restructuring
	Product and infrastructure standardization
	Licence demand management
	Improved commercial terms
	Licensing model optimization
	Improved efficiency and cost-effectiveness
Cost avoidance	Reduced project costs
	Reduced strategic infrastructure costs
	Avoidance of underlicensing costs (e.g. as would be identified by a software publisher audit)

Increased Focus on Security


```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<SoftwareIdentity
  xmlns="http://standards.iso.org/iso/19770/-2/2015-current/schema.xsd"
  name="Fabrikam Writer 2013"
  tagId="{GUID}FabrikamWriter-2013"
  version="12.1.1"
  versionScheme="multipartnumeric">
   <Entity
       name="Fabrikam Corporation"
       regid="fabrikam.com"
       role="softwareCreator licensor tagCreator" />
```

20 Critical Security Controls

"The Twenty Critical Security Controls have already begun to transform security in government agencies and other large enterprises by focusing their spending on **the key controls that block known attacks and find the ones that get through**. … [The] 20 Critical Controls become the centerpiece of effective security programs across [US] government. These controls allow those responsible for compliance and those responsible for security to agree, for the first time, on what needs to be done to make systems safer. **No development in security is having a more profound and far reaching impact**."

See sans.org/critical-security-controls

Top 3 are ITAM Controls

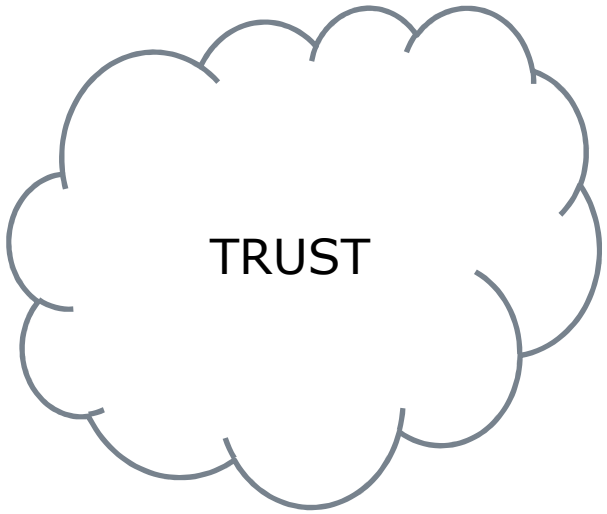
1. Inventory of Authorized and Unauthorized Devices
2. Inventory of Authorized and Unauthorized Software
3. Secure Configurations for Hardware and Software on Mobile Devices, Laptops, Workstations, and Servers

SWID Tags (19770-2)

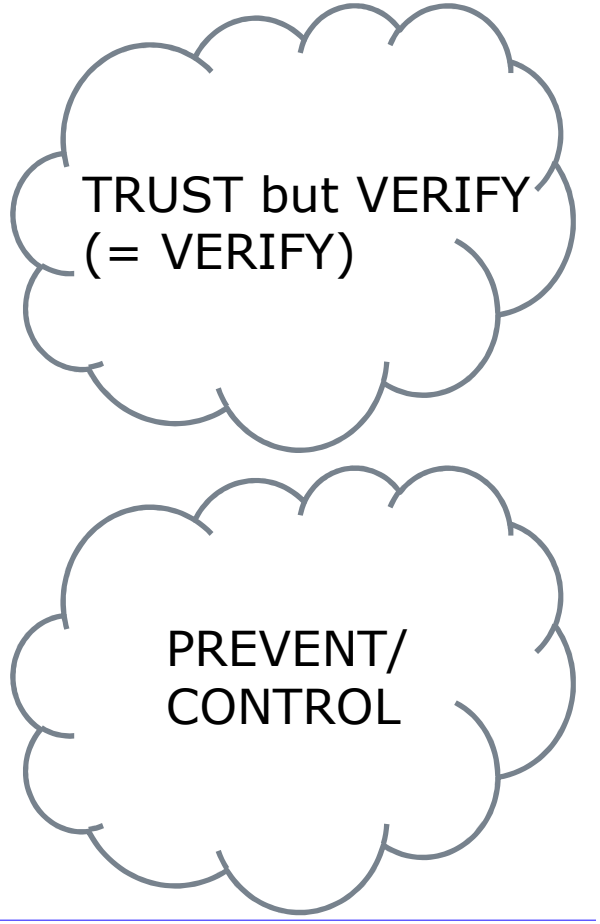
- What they are: XML files distributed with software containing metadata for software identification and management
- 2015 revision supports security automation
  - Major support e.g. by US government
  - Should be a requirement for all software purchases, including for tools

Changes in Trust Relationships

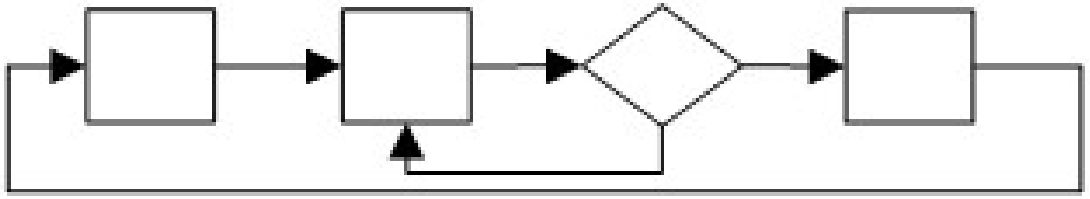
Before…



After…



Developments in the ‘HOW’

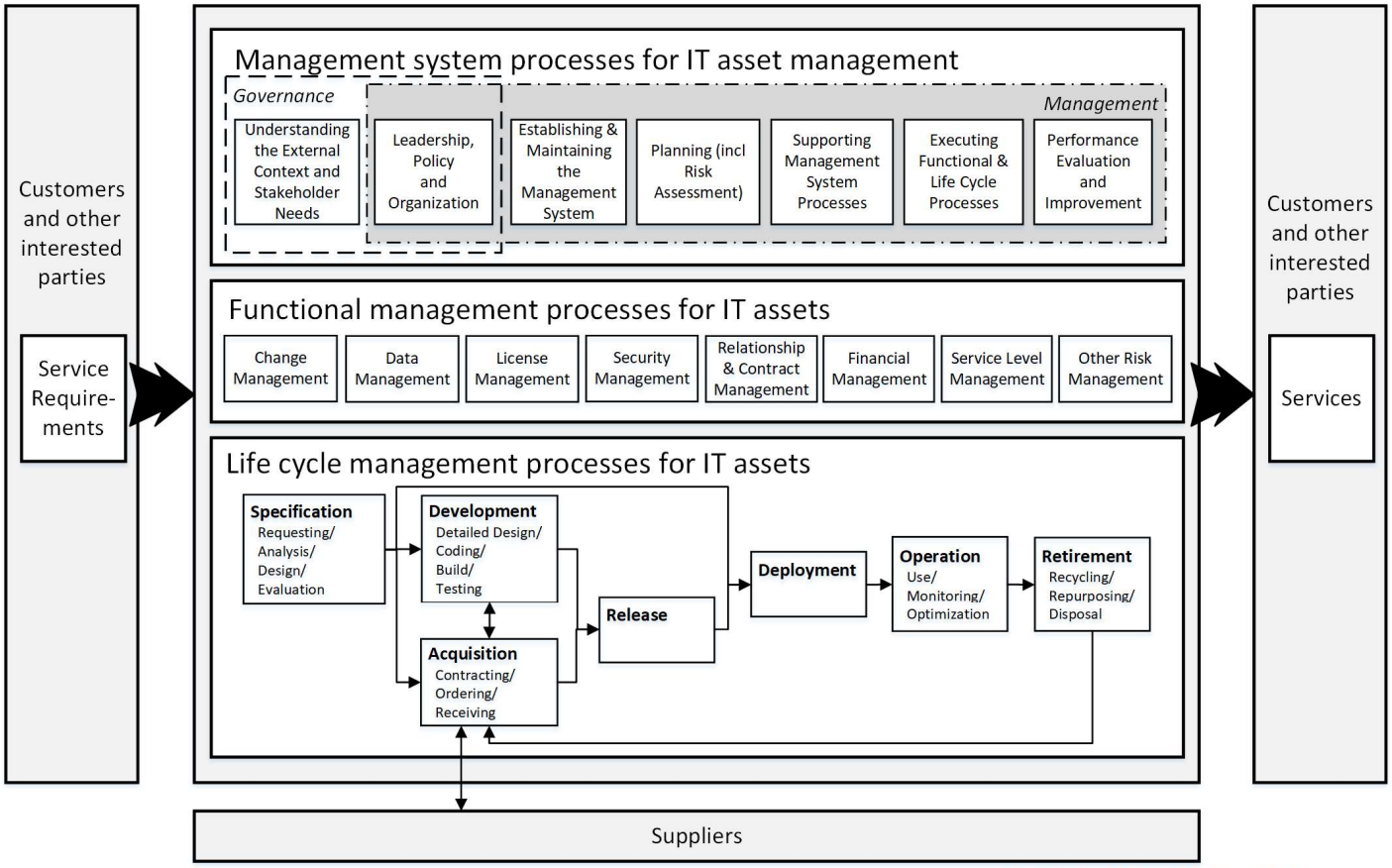


Process Standards

- Moving towards real integration…

- ISO ITAM (ISO/IEC 19770-1:2017)
- IT Security (ISO/IEC 27001:2013)
- Asset Management (ISO 55001:2014)
- Quality Management (ISO 9001:2015)
- Service Management (ISO/IEC 20000-1 – currently being revised)

ISO/IEC 19770-1:2017 ITAM



Technology Standards

- SWIDs (ISO/IEC 19770-2:2015 Software identification tag)
- SWENs (ISO/IEC 19770-3:2016 Entitlement schema)
- RUMs (ISO/IEC 19770-4:2017 Resource utilization measurement)

Reliance on External SAM Skills

- By 2018, the SAM skills shortage will make 50% of organisations — who have implemented, or are currently implementing SAM — dependent on managed SAM services.
- By 2017, enterprises will spend 10 times more on software asset management services than they now spend on software asset management tools.

Gartner G00271495 19 Jan 2015

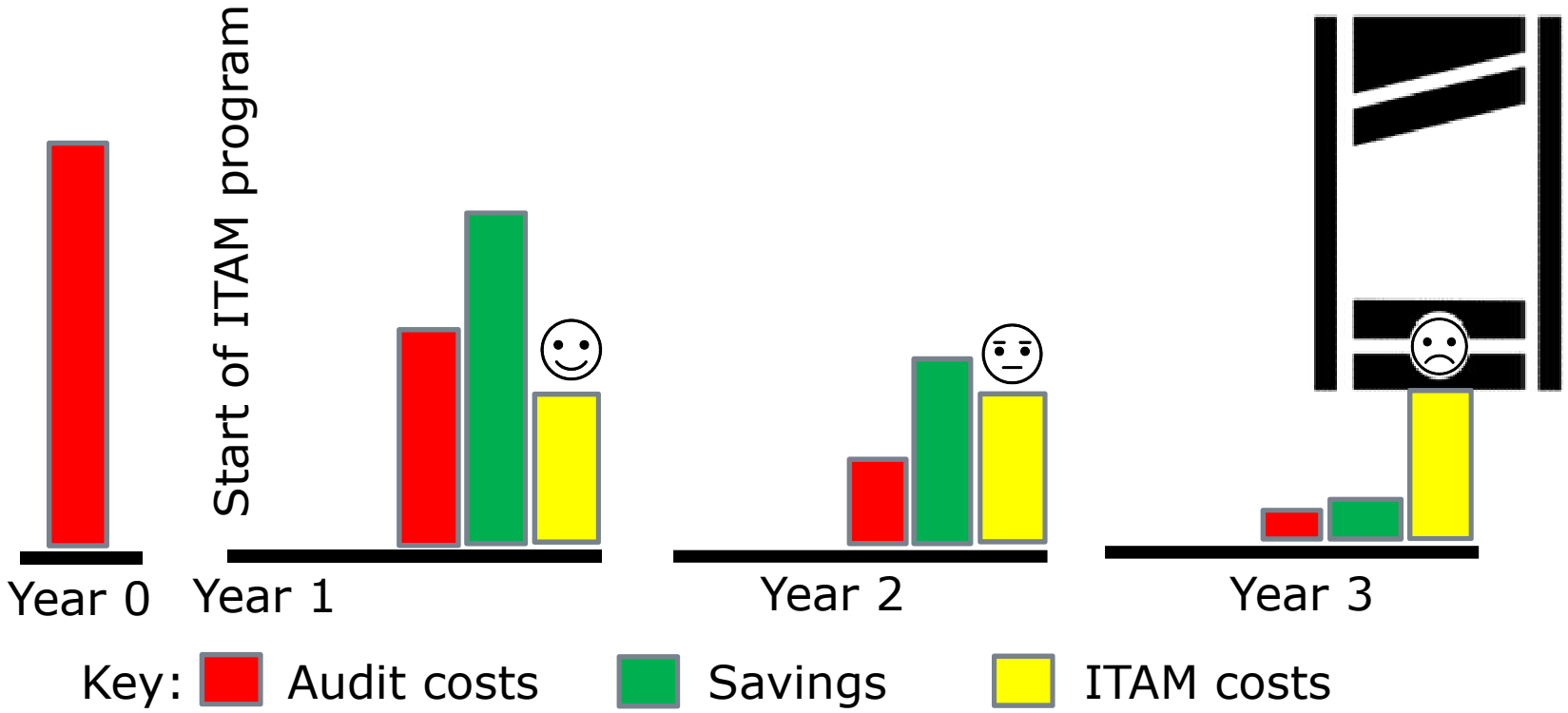
Developments in Integration

Integration with Service Management

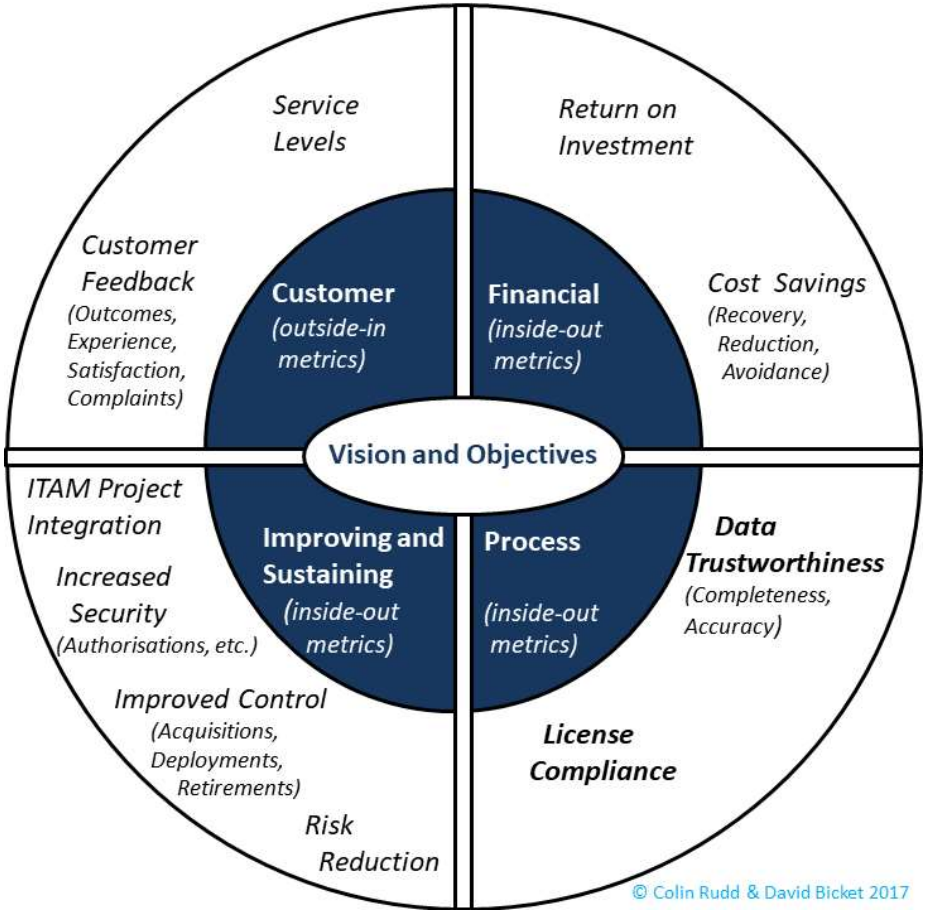
Integration with Security

Breaking Down the Silos

Developments in Sustainability

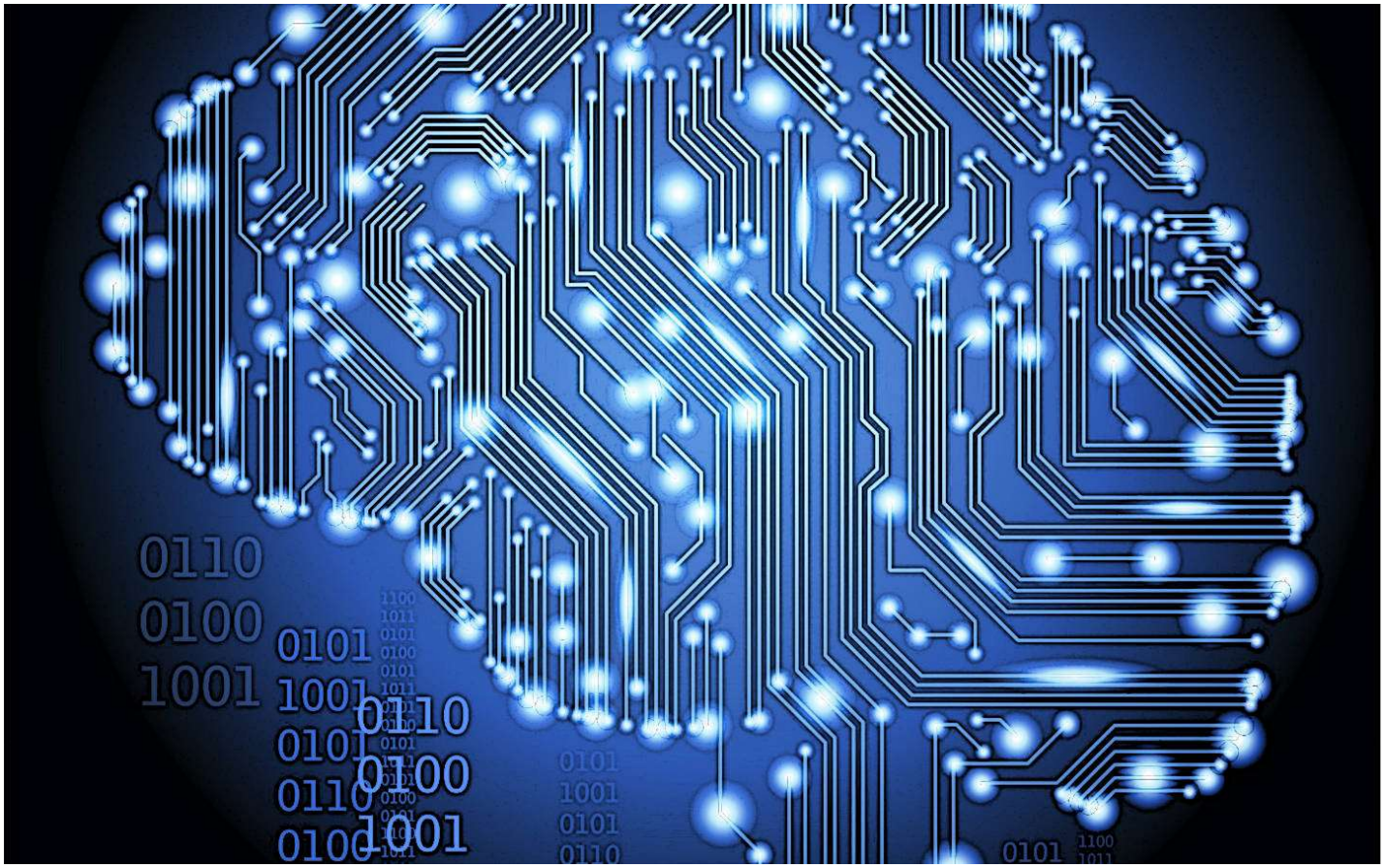


Balanced Scorecard for Metrics



Future Developments

Future Developments



Questions?

References

- For SWID tags:
  - TagVault.org
  - US Department of Defense. DoD IT Standards Register (DISR). www.dsp.dla.mil/Specs-Standards/List-of-DISR-documents
  - Guidelines for the Creation of Interoperable Software Identification (SWID) Tags, NIST (dx.doi.org/10.6028/NIST.IR.8060)
- For Critical Security Controls
  - www.sans.org/critical-security-controls
  - www.cisecurity.org/critical-controls.cfm

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- Reports on the cost of unused software 2014 and 2015. www.1e.com/resources/reports