

# International Business Software Managers Association

IBSMA.COM

## Practitioner Certificate in Software License Management



To register or view the course calendar, visit [www.IBSMA.com](http://www.IBSMA.com). This course is available for on-site instruction.

### Overview

Are you a goal-oriented IT practitioner with drive, experience and commitment to professional growth? Demonstrate your software license management (SLM) competence by earning the Practitioner Certificate in Software License Management (PCSLM).

PCSLM is for IT pros, consultants and corporate staff who want to learn the basics of software license compliance and how to conduct a self-audit.

This course will help you understand the fundamentals of auditing and compliance, how to assess your software-management proficiency and develop a business case for compliance. We'll show you how to conduct a high-level compliance review and plan and manage an external audit.

At the completion of this course, you'll come away with a foundation in software license management principles and the ability to conduct a gap analysis and self-assessment. We'll guide you through an in-depth look at six areas:

- Auditing and compliance basics
- Software licenses
- Assessing your SAM proficiency
- Business case and tools
- Managing an external audit
- Planning and executing an audit

Each of the six modules (refer to the course outline detail on the next page) includes team and individual exercises.

### Prerequisites: None

Although this course has no prerequisites, students should have an understanding of the benefits and purpose of a SAM program and basic knowledge of software contract terms and conditions. Prior experience with project planning and a fundamental understanding of IT service management is helpful, but not required.

### Course Materials: Provided

Each student will receive copies of all course materials and worksheets, including the book *Best Practices in IT Asset and Software Management* and other ECPweb publications.

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## Who Should Attend

Configuration managers  
Executive sponsors  
IT auditors, administrators and software compliance managers  
IT process and service managers  
Product managers  
IT asset, software, compliance and contract managers  
Business and financial analysts

## Certificate Exam: Practitioner Certificate in Software License Management Exam (PCSLM)

Attend class and you're eligible to sit for the exam. The exam is one hour (multiple choice and short answer questions) and 70 percent correct is a passing score. Students who do not pass the exam may take a second exam to be administered by the testing authority.

## Course Length: 1 day

The course meets from 8:30 a.m. to 5:30 p.m. The exam is administered at the end of the day.

## Course Outline in Detail

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|--|---|
| 1. Auditing and compliance basics <ul style="list-style-type: none"><li>SAM and software license compliance</li><li>Copyright law and legal issues</li><li>Who are the auditors</li><li>Consequences of non-compliance</li></ul> | 4. Business case and tools <ul style="list-style-type: none"><li>Business case for compliance and SLM</li><li>Tools and technology</li><li>What to look for in a tool</li><li>What tools are available</li><li>Exercise: Return on investment worksheet</li></ul> |
| 2. Software licenses <ul style="list-style-type: none"><li>Definitions</li><li>License metrics</li><li>Upgrade and downgrade rights</li><li>The negotiation table</li><li>Exercise: Contract analysis</li></ul>                  | 5. Managing an external audit <ul style="list-style-type: none"><li>Thirteen lessons learned</li><li>Exercise: Handling auditor's questions</li></ul>   |
| 3. Assessing your SAM proficiency <ul style="list-style-type: none"><li>Assessing your current SAM state</li><li>SLM program objectives</li><li>Exercise: Quick assessment and formulating SLM objectives</li></ul>              | 6. Planning and executing an external audit <ul style="list-style-type: none"><li>Standards and frameworks</li><li>Planning and principles</li><li>Next actions</li></ul>   |
|  | 7. Review and exam  |

**For information on dates and locations, visit [www.IBSMA.com](http://www.IBSMA.com).**