

Iso 19770 The Software Asset Management Standard

ISO 19770: The Software Asset Management Standard

Effective software asset management (SAM) is crucial for any organization, regardless of size. In today's digital landscape, understanding and controlling software licenses, usage, and costs is paramount. This is where ISO 19770, the international standard for software asset management, comes into play. This comprehensive guide explores ISO 19770, detailing its benefits, practical application, and addressing common questions. We'll delve into key aspects like **software license management**, **software identification**, and the crucial role of **data accuracy** in achieving successful SAM.

Understanding ISO 19770: A Foundation for Effective SAM

ISO 19770 isn't just a set of guidelines; it's a framework that provides a structured approach to managing software assets throughout their lifecycle. This international standard defines processes, terminology, and best practices to help organizations gain complete visibility and control over their software investments. It's designed to be adaptable to various organizational structures and sizes, ensuring that even the smallest businesses can benefit from its principles. The standard's primary goal is to reduce risk and maximize the value derived from software assets. This involves everything from procurement and deployment to decommissioning and disposal.

Key Benefits of Implementing ISO 19770

Implementing ISO 19770 brings numerous advantages to organizations:

- **Reduced Software License Costs:** By optimizing license utilization and identifying redundant or unused software, organizations can significantly reduce their software expenditure. This involves accurately tracking licenses and ensuring compliance with vendor agreements.
- **Minimized Legal and Audit Risks:** ISO 19770 helps organizations avoid costly software license audits and legal battles by ensuring compliance with vendor licensing terms. Accurate **software inventory management** is key here.
- **Improved Software Governance:** The standard establishes a robust framework for managing software assets, improving decision-making related to software procurement, deployment, and retirement.
- **Enhanced Operational Efficiency:** By streamlining software management processes, organizations can free up IT staff to focus on more strategic initiatives. Automating tasks associated with **software license compliance** is a significant part of this efficiency.
- **Better Business Intelligence:** A well-managed software asset inventory provides valuable data-driven insights that inform strategic IT planning and resource allocation. This leads to more informed decisions about future software purchases.

Practical Application and Implementation of ISO 19770

Implementing ISO 19770 involves a phased approach:

1. **Assessment:** Begin by evaluating your current SAM practices and identifying gaps. This includes a thorough inventory of existing software.
2. **Planning:** Develop a comprehensive implementation plan, outlining goals, timelines, responsibilities, and resources. This plan should clearly define the scope of the project and the metrics for success.
3. **Implementation:** Implement the chosen SAM tools and processes, ensuring alignment with ISO 19770 principles. This might involve the use of dedicated SAM software.
4. **Monitoring and Review:** Regularly monitor the effectiveness of the

implemented system and make necessary adjustments. This ongoing process ensures the SAM strategy remains relevant and effective.

Successful implementation requires strong leadership support, collaboration between IT and business units, and the use of appropriate SAM tools. These tools can automate many tasks, including license discovery, reconciliation, and reporting.

Addressing Common Challenges in ISO 19770 Implementation

One of the primary challenges in implementing ISO 19770 is the acquisition of accurate and comprehensive data. Many organizations struggle with maintaining an up-to-date software inventory. Another challenge is integrating the SAM process with existing IT systems. This requires careful planning and coordination to ensure a smooth transition. Finally, training employees on the new processes and procedures is essential for success. The lack of proper training can significantly impact the effectiveness of the implemented SAM strategy.

Conclusion: Embracing the Value of ISO 19770

ISO 19770 provides a structured approach to software asset management, offering significant benefits in terms of cost savings, risk reduction, and improved operational efficiency. While implementing the standard requires effort and planning, the long-term advantages far outweigh the initial investment. By embracing the principles outlined in ISO 19770, organizations can gain greater control over their software assets, optimize their IT investments, and achieve significant improvements in their overall software governance.

FAQ: Your ISO 19770 Questions Answered

Q1: What is the difference between ISO 19770-1 and ISO 19770-2?

A1: ISO 19770-1 focuses on the identification, collection, and reporting of software asset data. It provides the foundational framework for

effective SAM. ISO 19770-2, on the other hand, focuses on the specific process of reconciling software asset data with vendor licensing information. This involves comparing your inventory against license agreements to determine compliance.

Q2: Is ISO 19770 mandatory?

A2: No, ISO 19770 is not a legally mandated standard. However, organizations that face frequent software audits or aim for best-practice SAM often find it highly beneficial to adopt the standard. It significantly reduces the risk of non-compliance.

Q3: How much does it cost to implement ISO 19770?

A3: The cost varies significantly based on the organization's size, existing infrastructure, and chosen implementation approach. Factors like the need for new SAM software and internal resources also contribute to the overall cost.

Q4: What are some common pitfalls to avoid during implementation?

A4: Common pitfalls include insufficient planning, lack of top management support, inadequate training of personnel, and underestimating the time and resources required for a successful implementation. Accurate data collection from the beginning is vital.

Q5: Can small businesses benefit from ISO 19770?

A5: Absolutely. While the principles may seem complex at first glance, even small businesses can benefit significantly by streamlining their software management processes and gaining greater visibility into their software license usage and costs. Adapting the principles to suit the organization's scale is key.

Q6: What are the key performance indicators (KPIs) for measuring the success of ISO 19770 implementation?

A6: Key KPIs include the reduction in software license costs, improved software license compliance, decreased time spent on software management tasks, and improved accuracy of software asset data. Tracking these metrics helps to show return on investment.

Q7: How does ISO 19770 relate to other IT governance frameworks?

A7: ISO 19770 aligns well with other IT governance frameworks, such as ITIL and COBIT. It complements these frameworks by providing a specific focus on software asset management within a broader IT governance structure. Integration with existing frameworks is often advantageous.

Q8: What is the future of ISO 19770?

A8: As technology evolves, we can expect future revisions of ISO 19770 to address new challenges related to cloud computing, virtualization, and SaaS applications. The standard will likely continue to adapt to keep pace with the changing software landscape.

ISO 19770: Navigating the Complex World of Software Asset Management

Software is the engine of most modern enterprises. From fundamental productivity tools to complex enterprise resource planning (ERP) platforms, software underpins nearly every aspect of everyday operations. Effectively managing this vital resource is paramount, and that's where ISO 19770, the software asset management (SAM) standard, enters in. This manual expounds into the details of this significant standard, illustrating its relevance and providing useful insights for implementation.

ISO 19770 isn't just another set of regulations; it's a system for gaining complete visibility into your software environment. It provides a uniform method to locating, controlling, and enhancing your software expenditures. This results into significant benefits including lowered costs, improved compliance, and greater control over your information environment.

The standard comprises of three parts:

- **ISO 19770-1:** This part focuses on the detection and logging of software properties. It specifies a approach for gathering exact data on installed software, including release numbers, authorization details, and vendor information. This method is

crucial for creating a complete software asset inventory. Think of it as a electronic survey of your entire software collection.

- **ISO 19770-2:** This part handles the management of software authorizations. It describes best practices for monitoring license compliance, reducing software violation, and ensuring that your enterprise is authorized to use all the software it deploys. This facet is especially crucial for larger organizations with many software applications. Failing to manage licenses effectively can result in substantial monetary fines.
- **ISO 19770-3:** This final part concentrates on the exchange of software asset data. It specifies a rule for information format, guaranteeing interoperability between different SAM tools and systems. This facilitates the method of transferring information with vendors and internal groups, improving partnership and efficiency.

Implementing ISO 19770 demands a organized technique. It's not matter of just buying a SAM application; it needs a change in corporate environment and methods. This involves training for staff, the definition of clear roles, and the creation of a robust information handling system.

The advantages, however, are substantial. By achieving a accurate grasp of your software assets, you can reduce expenses associated with superfluous licenses, improve conformity with regulatory requirements, and take more knowledgeable options about future software assets.

In conclusion, ISO 19770 offers a useful structure for governing software resources. By adopting this standard, organizations can obtain substantial betterments in efficiency, compliance, and expenditure control. The investment in time and training is far than justified by the long-term advantages.

Frequently Asked Questions (FAQs):

1. Q: Is ISO 19770 mandatory?

A: No, ISO 19770 is a voluntary standard. However, many organizations choose to adopt it to improve their SAM practices and demonstrate compliance with relevant regulations.

2. Q: What are the key benefits of implementing ISO 19770?

A: Key benefits include reduced software costs, improved license compliance, enhanced security, better data management, and improved decision-making regarding software investments.

3. Q: How much does it cost to implement ISO 19770?

A: The cost varies depending on the size and complexity of the organization, the existing SAM practices, and the chosen implementation approach. It can range from relatively low costs for smaller organizations to more substantial investments for larger enterprises.

4. Q: What type of organization would benefit most from ISO 19770?

A: Any organization that uses software extensively would benefit. This is especially true for larger organizations with complex IT infrastructures and many software applications. However, even smaller organizations can benefit from the improved control and efficiency it offers.

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