



# **Eracent Position Statement: ISO/IEC 19770-3 Standard for Software Asset Management Software Entitlements Tags (ENT)**

**November 2016**

## Introduction

**A potential game changer for Software Asset Management (SAM) is the mid-2016 publication of the ISO/IEC 19770-3 standard for a Software Entitlements Schema. The schema referred to in the standard as an 'ENT' is an XML-based representation of software licensing information, including product use rights and limitations, licensing metrics, and related details. The -3 standard is a formal specification to be followed by publishers and content creators - as well as end user organizations - to ensure that comprehensive and complete information is available to customers in a consistent format.**

ENTs should be provided as part of the process when new licenses are acquired, and stored in a 19770-3 compatible repository that is capable of enumerating the ENTs to establish an entitlements position, as well as reconciling the entitlement position with software installations to calculate a license position. The ENTs, which are digitally signed by the content creators, are considered to be valid proof of purchase. The data attributes that are included in the ENTs may be used throughout the lifecycle of the software licenses, including for license position calculation and license optimization modeling.

For license reconciliation for compliance purposes, the ENT data represents the purchase and entitlements side of the equation. When used in conjunction with 19770-2 Software Identification (SWID) Tags, the installation side of the equation is also represented, enabling tag information to be used exclusively for reconciliation and optimization purposes if it is available and complete.

## Eracent's Support for the 19770-3 ENTs

Eracent expects that since major publishers are currently participating in the use of -2 software identification (SWID) tags, the adoption curve for -3 ENTs by these organizations will be relatively short. As a result, we are actively planning for new enhancements that will leverage the tag information across multiple solutions.

For the near term, Eracent views the ENTs as a supplemental source of data to be utilized alongside Purchase Orders, Contracts, Invoices, reseller and publisher purchase data feeds, and other reliable sources of entitlement, use right and proof of purchase information. However, as ENTs are adopted by both content creators and customer organizations, we expect that the ENT content will make up an increasing percentage of total transaction data relied upon by customers, and it may become the primary source over time.

Eracent subject matter experts were very involved in the creation of the -2 standard and the initial version of the -3 standard. Our solutions have supported the -2 Software Identification Tags since 2008, as we introduced one of the earliest tag readers among SAM tools. Our experience in reading, parsing and utilizing XML-

based tag information provides us with a credible head start in working with the ENT Information.

Eracent's recommended methodology is to establish a permanent record of licenses and transaction data within the repository to use for multiple purposes. Once the data attributes from the ENTs are loaded into the ITMC Lifecycle™ repository - where the data will be available to use "as-is", if that approach is desired – the data elements will be used to populate or update various tables and fields throughout the Eracent solution.

The majority of the data elements will populate the following tables and records, since they represent the acquisition of unique licenses or groups of licenses:

- **License Asset records** (most attributes will be applied here)
- **Purchase Transactions** (P.O., Invoice, "alternate" transaction records)
- **Contracts**

Other data attributes will be used to update Reference areas of the toolset, where certain attribute values could apply to many instances of a particular software product. These Reference areas include:

- **Authorized Product Catalog records**
- **Product Use Rights library master values**
- **IT-Pedia™ IT Product Library records**

## How ENT Information Will Be Utilized

The data from the ENTs will be used primarily as input to the **Continuous License Reconciliation (CLR™) modules**, supporting the automated calculation of effective license position reports and license optimization modeling. This is the purpose that the authors of the -3 standard envisioned.

The CLR modules already utilize metrics such as license type, quantity, purchase date, product use rights, and maintenance details as essential elements in calculating license position reports and making optimization recommendations. Adjustments will be made to accommodate the new data source and any new data formatting.

Once ENT data has populated the repository, its usefulness can be extended to functions performed by other Eracent modules, including:

- The **AppStore Plus Portal™**, which supports ITAM and SAM processes, including management of **end user requests and approvals**, automated **license provisioning**, and **license harvesting** based on application utilization data.
- **ITMC Lifecycle™**, which supports multiple aspects of SAM:
  - Management of **individual licenses or license pools**
  - **Cost allocation** to multiple budget centers and projects
  - Proactive **assignments of licenses to devices**
  - Proactive **assignments of licenses to people** (users, admins, project owners, etc.)
  - **Purchase transaction tracking**
  - **Contract management**
  - **Financial management**
  - and much more.

ITMC Lifecycle™ also **provides the capability for customers to manage Entitlements details for their legacy and homegrown software products**, following the standard. This ensures full coverage and consistent data for all software in a company's estate.

## Timeline for Delivery

Development on this functionality should be commencing by summer 2017, and we will be conducting iterative testing of the data input and reporting with customers who have agreed to be test sites. Eracent will continue to monitor the acceptance and evolution of the 19770-3 standard and make adjustments accordingly.