

# ITIL V3 Guide to Software Asset Management



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Appropriate for anyone involved in the governance, management and use of software assets within an organisation, this title, "ITIL V3 Guide to Software Asset Management", contains a practical approach to the management of software assets. Aligned with ITIL V3 and ISO/IEC 20000, this book has been developed to assist with the implementation and maintenance of all the necessary Software Asset Management (SAM) processes and procedures. It gives realistic and pragmatic suggestions for the content of a business case for SAM within an organisation. It provides readers with advice and guidance on the roles involved, together with templates and examples of some of the key documents. Including examples of a SAM business case, the contents of a software

policy, a policy on the use of hardware and software, and an acknowledgement of hardware/software policy. This book is updated in line with ITIL V3 and ISO/IEC 20000. It provides examples and templates of key documentation. 'This book covers the whole topic of Software Asset Management linking it with the use of the ITIL Version 3 concepts of a lifecycle approach from initial design through to operation and continual service improvement' - Tricia Lewin, Matwin Management Service LTD. 'An essential guide for any IT or Procurement practitioner responsible for the management of software assets and senior management with corporate governance responsibilities' - Steven Heal, KPMG LLP. 'This book is a welcome addition to the ITIL complementary titles. It is a real solid instruction guide and the breadth of knowledge and real-world understanding of the subject area is apparent on every page' - John Sowerby, DHL Services. 'I would advise all those who believe that controlling your organisations software is more trouble than its worth to read this book and think again' - David Jones, Pink Elephant EMEA Limited.

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