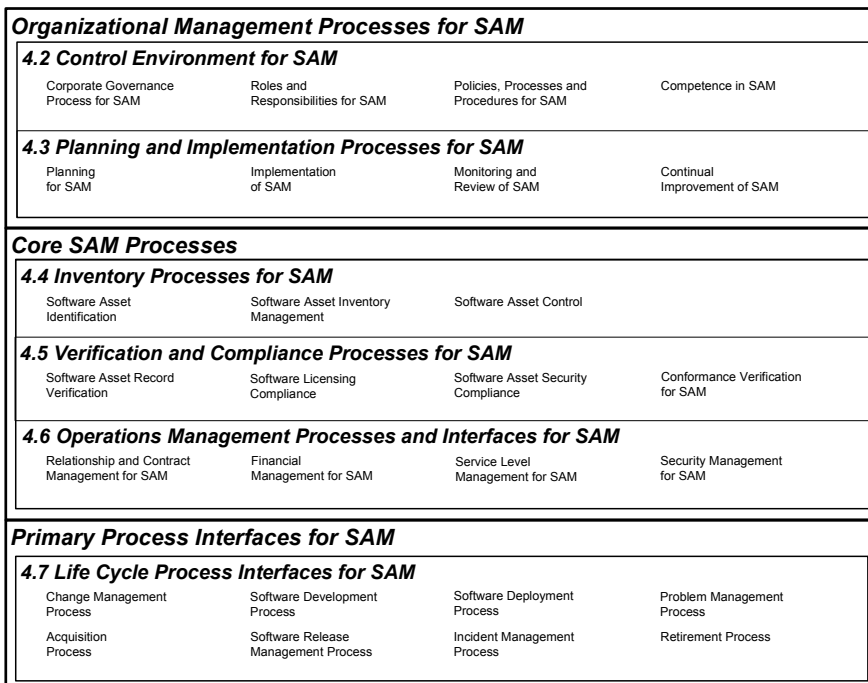


What It Is



ISO/IEC 19770-1 establishes a **baseline for an integrated set of processes for Software Asset Management (SAM)**. It has been developed to enable an organisation to prove that it is performing SAM to a standard sufficient to satisfy corporate governance requirements and ensure effective support for IT service management overall. The processes covered are shown in this diagram:



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What It Is Not

ISO/IEC 19770-1 is **not a standard for software licensing compliance**. Although software licensing compliance is included (see section 4.5 of the diagram above), this is just one element of overall SAM. The **objective of SAM is to get full control of all aspects of software and related IT assets**, and licensing is just one of them. ISO/IEC 19770-1 also gives an organisation **on-going control – not just a point-in-time snapshot** which is typical of many licensing compliance exercises.

Benefits It Will Give

All organisations – smallest to largest, and regardless of whether they are interested in certification - should be able to benefit in the following ways from ISO/IEC 19770-1:

- Easy **gap analysis** of current practice against baseline best practice, to identify opportunities for **quick wins** and also **longer-term improvements** resulting in benefits in

- Risk management
- Cost control
- Competitive advantage
- Having an **independent and comprehensive framework** for SAM that is aligned to service management (specifically to ISO/IEC 20000 and to the **ITIL** framework), providing the confidence that work done will align to corporate governance and industry best practice developments.
- Being able to **use new tools and methodologies** that will be developed by the IT industry based on ISO/IEC 19770-1, such as risk assessments and implementation methodologies.

Organisations interested in certification should be able to benefit in the following additional ways:

- **Being able to demonstrate good corporate governance** in a highly complex area of IT. ISO/IEC 19770-1 is driven by corporate governance from the top-down. It puts real "flesh on the bone" of this much-used but often poorly understood term.
- **Obtaining additional benefits from software manufacturers.** For example, software manufacturers might offer recognition by agreeing to give at least 12 months' notice of audits, rather than normal contractual terms. Additional rewards may eventually be offered, such as discounts, if additional manufacturer-specific outcomes are achieved. [These types of benefits will take time to achieve, but are realistic objectives.]

Where To Obtain

ISO/IEC 19770-1 may be purchased from the normal channels for ISO and ISO/IEC publications, in hard copy or by electronic download. Sources include:

- ISO (www.iso.org)
- BSI (eshop.bsi-global.com)
- ANSI (webstore.ansi.org)

Self-Assessment



ISO has also published a self-assessment tool for ISO/IEC 19770-1. This facilitates use of the standard in gap assessments and in preparation for certification. This will also allow the use of add-on outcomes, such as for specific software manufacturers and for consultants helping organisations to go beyond baseline best practice.

This tool is available directly from ISO (www.iso.org), from FAST IIS (www.fastiis.org) the itSMF (www.itsmf.co.uk) and other sources. More information about it is available on www.fastiis.org.

More Information

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