Course 8015: Managing Assets with Novell ZENworks Asset Management
Class Syllabus

June 4, 2013

Section 1 – Introduction

Housekeeping and an outline of the class.

Section 2 – Asset Management in an Hour

This section is intended to be a high-level overview / introduction to general asset management concepts and, more specifically, Software Asset Management. It is not intended to be all-inclusive or authoritative. Representations made in this presentation may not necessarily apply in every situation.

Section 3 – Introduction to ZENworks Asset Management and the ZENworks Control Center

An overview of ZENworks Asset Management is presented through the ZENworks Control Center, the user interface to the application. We also touch briefly on some of the features of ZENworks Configuration Management.

Section 4 – ZAM Configuration

This section looks at the ZENworks Control Center configuration options available for ZENworks Asset Management. It does not cover all configuration options for the application, instead focusing on settings specific to asset management. Training for other application settings and best practices is available in other ATT courses.

Section 5 – Software Recognition

This section looks at software recognition and how it works in ZENworks 10 inventory. Methods for adding recognition for installed software as well as web applications are discussed. There is also information on other recognition techniques.

Section 6 – Reporting

The various places where reports may be generated are discussed. This includes an overview of ZENworks Reporting Server, though detailed instruction on how to use ZRS is left to another course.

Section 7 – Software Usage

There are no management actions for software usage, so this section looks at the software usage reports.

Section 8 – Document Management

This section presents the simple steps required to archive documents in the ZENworks Asset Management database.

Section 9 – License Management

The section on License Management lays out the primary Software Asset Management features of ZENworks Asset Management.

We start with an overview of the license management process and define the terminology that will be used throughout the discussion. With that foundation, we then present the three major components of the process –
- Purchasing and Catalog Products – the steps for importing information about purchased software and what has been licensed by each purchase

- Discovered Products – working with the distilled inventory information that represents license consumption
- License Reconciliation – comparing purchasing data with the inventory results to determine the compliance position

Section 10 – Purchasing and Catalog Products

In this section, we'll work with manual and automated techniques for creating purchase records and catalog products.

Section 11 – Discovered Products & Software Collections

This section presents a brief discussion on management options that may be applied to discovered products.

Section 12 – License Reconciliation

In License Reconciliation, we bring together all the data organized so far in ZENworks Asset Management to build licensed product information.

Section 13 – Auto-Reconciliation

This section looks at the auto-reconciliation feature of ZENworks Asset Management, a way to jump-start a project by creating a number of licensed product records quickly.

Section 14 – Other Licensing Models

So far we've looked at only the simplest licensing models in building our entitlements. In this section we'll explore some of the other license models available in ZENworks Asset Management.

Section 15 – License Allocations

In this section, we'll look at how you may allocate licenses across certain demographic values in the ZENworks Asset Management database.

Section 16 – Other Licensing Considerations

This section includes notes on various other topics concerning licensing.

Section 17 – Contract Management

This section presents the features of contract management in ZENworks Asset Management that allow you to track and attach contracts associated with license entitlements.

Section 18 – Hardware Asset Management

Though ZENworks Asset Management is primarily a software asset management tool, there are some things you can do with it around hardware lifecycle management. This section presents some practical ideas.