This article can be considered as a CIO attitude towards process approach as a whole

and Software Asset Management in particular.

This is my personal point of view, however, based on license compliance procedure (software license permissions violation) in a dozen companies including those with foreign capital invested.

In the first part I focused on the management competence problems I observed in IT department managers.

In the second part I approached to the problem of disregarding of importance of process approaches application in IT management, and SAM / ITAM in particular.

I’d like to title the third part as tips & tricks, or what to consider in choosing a SAM applicator.

1. Of course, you’ve got a great personal experience. But can you do everything? Invite a SAM advisor.
2. While choosing an advisor, focus on his project experience. The more various license agreements the advisor studied, the better he is. The more companies the advisor visited, the better he is.
3. Choose the advisor himself- not the company name. A “Big four” will charge you a great deal of money, but you can get a student with 1-week experience. So talk to the advisors who will then work with you directly and personally Give the advisor a good interrogation: let him show you previous reports and give his comments on them. You will instantly feel if there is a novice in front of you.
4. Don’t believe in sales managers’ stories, don’t believe the department heads. Ask any negotiator about his personal “manual” working experience in this field. How did he come to the company? How was he promoted? This way, you’ll distinguish between an expert promoted to the department head and a professional story-teller.
5. Ask the advisor if he has a certificate in the subject-matter field, if he personally took part in SAM events. Look up his profile in LinkedIn. Any professional is a fan in his field. If he doesn’t invest anything in his development, then there is a dabbler in front of you. Kick him and his company out.
6. Technical component of SAM application is easy. So there is no need to interrogate “digitheads.”

In general, these principles are applicable to any contractor and any application.

Good luck!