APPLICATIONS AUDIT

License & Module Sizing

Very often clients have oversized licenses where:

1. Either too many licenses are procured compared to number of users
2. License scheme is not well planned where multiple metrics can be applied
3. Module is licensed but not in use
4. Module is licensed when only 10-20% of module features is deployed whereas alternative solutions could be planned

A simple audit of the licenses and modules in use can easily help identify unnecessary and modules.

APPROACH

License Audit Plan

To carry our an Audit of licenses, Linksoft/VESL does not only rely on a simple tool only, but uses the expertise of its solution architects who are grounded in business and solution design and who understand the Oracle licensing structure very well.

We use tools and other scripts to assess level of usage of modules as well as analyze some key business processes to see whether there are some process redesigns/optimization that can help bring down licensing cost.

1.   Audit Scope Identification - Architecture/Environment Review
2.   First level license Review
   a.   Execution of VHS
   b.   Analysis of VHS Report (license part)
   c.   ***Action Plan for VHS (systems optimization & monitoring segment)***
3.   Second level license Review
   a.   Execution of Linksoft/VESL custom scripts
   b.   Documents Review (Key User Manuals)
   c.   Identification of Business Processes for review
4.   Business Process Workshops
   a.   Validation of Business Processes
5.   Reports & Recommendation
   a.   Draft Recommendation Report Preparation
   b.   Presentation & Deliberation on Recommendation Report
   c.   Submission of Final Recommendation Report

Methodology

Audit Scope Identification

In this phase, we understand the current environment, the number of Modules that are licenses, the number of servers, the various environments and related policies as well as the current licensing model. This allows us to map and detail our plan further.

First Level Review

At this stage, we are focused mainly to identify from the system active number of users and other similar statistics that would indicate whether a module or a username is still in use for which license may currently be existing.

To this end, we use VHS. Please note however that VHS is not a license Audit tool but contains few scripts that bring some of the statistics that are helpful in licensing assessment. Review of the VHS reports focuses on this component only.

VHS is a monitoring tool and the usage of VHS in license Audit is not charged to client as it is used a consultant tool. The complete VHS report also is not part of the scope of deliverables to be submitted to the client, though the parts used for licensing will be picked up in the recommendation report.

At this level, we will already be in the position to have identified the following:

1. Modules licensed but not implemented
2. Modules licensed but not in use
3. Users licensed but not in use

The first level review will also trigger the Action plan around remaining results of the VHS report with a separate team assigned on same. This is detailed in a separate chapter around VHS.

Second level Review

The objective of this second level is to challenge the design and the usage of the modules itself. First, we assess the percentage capability usage of each module. Please note that even though licensing is modular, the analysis is process oriented and this needs to be factored in in our analysis.

Here we assess to what level a module is being utilized and whether the percentage of utilization warrants maintenance of the module or whether there could be work around or other options that could help cater for the same need without necessarily requiring the implementation of said module.

> *At one client's place, client was implementing EAM because it had a need to be able to issue inventory items to FA. FA does not offer this feature unless EAM is licensed. However we recommended (and eventually implemented) an Inventory to FA 2-way interface that not only solved the requirement but had immediate return on investment with a module that had no future for growth within the client's environment eliminated.*

We also challenge the design to assess whether tweaks in design could help eliminate a module.

> *At another had Order Management implemented, however the same requirements could be maintained with the Move Order feature of Inventory. Our recommended not only helped them save the cost, but also shortened significantly the process and lessened the personnel overhead required to achieve the same goal.*

We also gather some key metrics which could help save cost on some module licenses.

> *Some licenses can be costed using different metrics. Order Management is one such where you can license either based on number of lines processed or volume/value of transactions.*

Gathering statistics and analyzing trends can easily help point out which metric would help save on cost of licenses even though the module is in use.

The aim of this phase is gather all these statistics and identify business processes which has scope if challenged, to have incidence on licensing costs. Here we rely on the competency of our solution architects who have international cross-functional and multi-industry experience in pushing the applications to its limits.

Business Process Workshops

Once the above list is gathered, a separate workshop plan will be prepared. Analysis workshops will be carried out around each of these processes to see whether they can be simplified. Note that the aim of this is not business process re-engineering nor it is systems optimization.

The aim is to reduce license cost, however process re-engineering and systems optimization may be the path for the processes earmarked. Note that execution of the re-engineering or optimizations are not in the scope of the license Audit proposal.

This is also the most resource intensive component of the license Audit, which may, or may not help unearth otherwise non-quantifiable potential source of license cost reduction. However this not only represents our differentiating factor in a license Audit, but offers client good return on investment and the assurance that it has a solution design well optimized on minimal license costs.

Report & Recommendations

At this stage, we will have gathered all quantifiable and non-quantifiable information to prepare our report and recommendations. However instead of simply ending the Audit with sending the report, we will present our report, deliberate on same with the management committee and incorporate any amendments before sending the final presentation.

The report will also have technical and design information which may be better defended by our experts to ensure that all recommendations are clear and that Safaricom understands the steps for each recommendation it would like to put in place going forward.

1. VHS SUMMARY

VESL Health Check Systems

VESL System Healthcheck (VSH) is a suite of tools that assesses the health of your computing environment by identifying security, performance, and configuration related issues, both technical and functional as they all have critical impact on your daily operations. The impacts are not only related to business operations but also to governance risk & compliance as well as sustenance cost of the systems, managing operations.

Components of VHS

Technical Health Check

EBS Functional Health Check

Refer to previously shared VHS write-up for more details about the capabilities of the tool as well as snapshots of its reporting and dashboards.

APPROACH

VHS Plan

To carry our an Audit of licenses, Linksoft/VESL does not only rely on a simple tool only, but uses the expertise of its solution architects who are grounded in business and solution design and who understand the Oracle licensing structure very well.

We use suite of tools and combination of scripts to assess the level of usage of the modules and also analyze some key business processes to see whether there are some process redesigns/re-engineering / optimization / enhancement that can help bring down licensing cost.

1. *VHS Scope Identification - Architecture/Environment Review*
2. *First level license Review*
   a. *Execution of VHS*
   b. *Analysis of VHS Report (license part)*
   c. Action Plan for VHS (systems optimization & monitoring segment)
3. VHS Diagnostics
   a. Review of Technical Diagnostics Report
   b. Review of EBS Diagnostics Report
   c. Identification of EBS set-up areas for review

4.   Technical & Functional Workshops
   a.   Workshop with Safaricom for technical issues
   b.   Workshop with Safaricom for functional issues
5.   Reports & Recommendation
   a.   Draft Recommendation Report Preparation
   b.   Presentation & Deliberation on Recommendation Report
   c.   Submission of Final Recommendation Report
   d.   ***Free Execution of select low-cost, short-time but high value recommendations***

Methodology

VHS Scope Identification

Global approach (see above). The same exercise will address the scope for VHS as well.

First Level Review

At this stage, VHS diagnostics tool is run across all environments identified as part of the scope. The objective is to gather a comprehensive reports that covers both technical and functional issues related to security and performance.

VHS Diagnostics

Once we have the comprehensive reports, we start assessing both the technical and functional issues with the view of elaborating solution plan and recommendation.

Technical & Functional Workshops

At this stage we have a series of workshops with key stake holders, department heads and end-users to explain the results of the reports as well as the proposed solutions. Focus is also on highlighting the risks of not executing the plan, impacts of execution and potential ROI (tangible and intangible) where applicable.

Report & Recommendations

After the deliberations with our engagement with the client, we jointly prepare our recommendations to address each technical and functional issue identified and present to the committee. Execution of recommendations is however not part of the scope.

Exceptionally, however, as a differentiator, Linksoft/VESL will identify a few problem areas for which it will execute the recommendation following approval from Safaricom, without any cost.

The number of issues and which issue Linksoft/VESL will choose to address will be at the sole discretion of Linksoft/VESL.

Our Diagnostics report and our recommendations will be part of the deliverable. Note that our recommendation will not address one off action items only, but will also cater action plans to help

Safaricom monitor their applications and environment.