

From: Dincon D Menezes/India/IBM
To: Antonio Gallotti/Italy/IBM@IBM, Bharat Chaudhari32/India/IBM@IBMIN
Cc: Dawn Uhlenbrock/St Louis/IBM@IBMUS, Dorothy D Crowther/Poughkeepsie/IBM@IBMUS, Kenneth Lemond/Austin/IBM@IBM, Matthew J Sartor/Southbury/IBM@IBM, Pawel Januszek/Poland/IBM@IBM, Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Tomasz Stopa/Poland/IBM@IBM, Tomasz Zeller/Poland/IBM@IBM, Venu Krovvidi/India/IBM@IBMIN, Balamurugan Selvarathinam/India/IBM@IBMIN

Date: Tuesday, December 15, 2020 01:35PM
Subject: Re: PLEASE READ: 4669 - ILMT-SAM Pro Integration - BigFix Support

Hello Antonio,

Thanks for your extended support. Bharat from our team will open an RFE and we will work with Dorothy on DOU extension once she is back from vacation.

This requirement is also requested by other two big accounts and few may come.

@ Bharat - Please open an RFE mentioning details from email and share the number.

Thanks & Regards,

Dincon D Menezes

Enterprise Asset Management - Global Discovery Tools Squad Leader
IBM Transformation & Operations - Enterprise Services

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▼ Antonio Gallotti---15-12-2020 12:21:03---Hi IBM GTS Team, let's proceed fast here as you required and therefore:

From: Antonio Gallotti/Italy/IBM
To: Dincon D Menezes/India/IBM@IBM
Cc: Tomasz Stopa/Poland/IBM@IBM, Dorothy D Crowther/Poughkeepsie/IBM@IBMUS, Venu Krovvidi/India/IBM@IBMIN, Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Pawel Januszek/Poland/IBM@IBM, Matthew J Sartor/Southbury/IBM@IBM, Kenneth Lemond/Austin/IBM@IBM, Tomasz Zeller/Poland/IBM@IBM, Dawn Uhlenbrock/St Louis/IBM@IBMUS
Date: 15-12-2020 12:21
Subject: PLEASE READ: 4669 - ILMT-SAM Pro Integration - BigFix Support

Hi IBM GTS Team,

let's proceed fast here as you required and therefore:

a) GTS to open RFE for ILMT v2 API (Venu ownership?)

- provide detailed info and use case scenario as required by Tomasz S. on prior e-mail
- Notify ILMT team with the RFE related number once opened.

b) Dorothy to update and extend DoU

- extension date: earliest date between end of 2021 or date when the NewCo will be established.
- list of in scope requirements as we know today which will have to list the RFE number reference as for point a)

Thank you all.

Regards,
ANTONIO GALLOTTI - Program Director of Offering Management
IBM Cloud - ILMT and overall License Mgmt, Cost and Asset Mgmt,
e-mail: antonio_gallotti@it.ibm.com
mobile: +39-335-5692727

-----Dincon D Menezes/India/IBM wrote: -----

To: Tomasz Stopa/Poland/IBM@IBM@IBMIN@IBMUS, Dorothy D Crowther/Poughkeepsie/IBM@IBMUS
From: Dincon D Menezes/India/IBM
Date: 12/14/2020 15:06
Cc: Venu Krovvidi/India/IBM@IBMIN@IBMDE@IBMUS, Antonio Gallotti/Italy/IBM@IBM, Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Pawel Januszek/Poland/IBM@IBM, Matthew J Sartor/Southbury/IBM@IBM, Kenneth Lemond/Austin/IBM@IBM, Tomasz Zeller/Poland/IBM@IBM, Dawn Uhlenbrock/St Louis/IBM@IBMUS
Subject: Re: Fw: 4669 - ILMT-SAM Pro Integration - BigFix Support

Looping Dorothy.

Thanks & Regards,

Dincon D Menezes

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Tomasz Stopa---14-12-2020 17:02:54---Hi Venu, the RFE needs to be first reviewed and approved by Antonio - LMT's OM.

From: Tomasz Stopa/Poland/IBM@IBM

To: Venu Krovvidi/India/IBM@IBMIN@IBMDE@IBMUS, Antonio Gallotti/Italy/IBM@IBM

Cc: Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Pawel Januszek/Poland/IBM@IBM, Dincon D Menezes/India/IBM@IBMIN, Matthew J Sartor/Southbury/IBM@IBM, Kenneth Lemond/Austin/IBM@IBM, Tomasz Zeller/Poland/IBM@IBM

Date: 14-12-2020 17:02

Subject: Re: Fw: 4669 - ILMT-SAM Pro Integration - BigFix Support

Hi Venu,

the RFE needs to be first reviewed and approved by Antonio - LMT's OM.

I did not see the actual RFE open yet, so in my opinion this should be the first thing to do on your/GTS or Hartford side.

In the RFE I think we should describe in details the scenario why this data is needed in LMT APIs to make sure it fits into LMT strategy and purpose.

Additionally - I strongly suggest the LMT-GTS DoU under which LMT was delivering enhancements to GTS organization in 2020 to be prolonged for the next year - as of course this RFE work may fall under this DoU scope. Dorothy Crowther on GTS side is in charge of this process as far as I understand.

Antonio - FYI, the Hartford team requests for license usage drill-down information in our APIs for ServiceNow integration use case.

Thanks...

Tomek

Tomasz Stopa, Ph.D. | IBM Master Inventor | IBM-Q Ambassador

IBM License Metric Tool

IBM License Readiness

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Sad Rejonowy dla m.st. Warszawy, XIII Wydział Gospodarczy KRS

KRS 0000012941, Kapitał zakładowy: 42.153.600 PLN

Venu Krovvidi---12/12/2020 01:02:05 PM---Tomasz We need a fast track approach for this API V2 enhancement release. How can you please help?

From: Venu Krovvidi/India/IBM@IBMIN

To: Tomasz Stopa/Poland/IBM@IBMPL

Cc: Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Pawel Januszek/Poland/IBM@IBMPL, Dincon D Menezes/India/IBM@IBMIN, Matthew J Sartor/Southbury/IBM@IBM, Kenneth Lemond/Austin/IBM@IBM

Date: 12/12/2020 01:02 PM

Subject: Re: Fw: 4669 - ILMT-SAM Pro Integration - BigFix Support

Tomasz

We need a fast track approach for this API V2 enhancement release. How can you please help?

Regards

Venu

Venu Krovvidi, PMP, ITIL V3 Expert, CGEIT , Sr. Delivery Partner Executive

Global Strategic Outsourcing, Mobile 91-8008719444,em@il: vekrovvi@in.ibm.com,Tel:91-40-44576902.

Dincon D Menezes---12/12/2020 07:25:38 AM---Hello Venu, It depend on how fast ILMT product team can add this enhancement. We dont have that cont

From: Dincon D Menezes/India/IBM

To: Venu Krovvidi/India/IBM@IBMIN@IBMUS

Cc: Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM, Tomasz Stopa/Poland/IBM@IBMPL, Pawel Januszek/Poland/IBM@IBMPL

Date: 12/12/2020 07:25 AM

Subject: Re: Fw: 4669 - ILMT-SAM Pro Integration - BigFix Support

Hello Venu,

It depend on how fast ILMT product team can add this enhancement. We dont have that control.

Tomasz or Pawel can better answer this question.

Thanks & Regards,

Dincon D Menezes

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Venu Krovvidi---11-12-2020 19:30:48---Hi Dincon Can we speed up this API V2 enhancement and expedite it to suit the Hartford requirement?

From: Venu Krovvidi/India/IBM@IBMIN

To: Dincon D Menezes/India/IBM@IBMIN

Cc: Rathish Poovadan/India/IBM@IBMIN, Roberta Grounds/Clearwater/IBM@IBM

Date: 11-12-2020 19:30

Subject: Fw: 4669 - ILMT-SAM Pro Integration - BigFix Support

Hi Dincon

Can we speed up this API V2 enhancement and expedite it to suit the Hartford requirement?

Regards

Venu

Venu Krovvidi, PMP, ITIL V3 Expert, CGEIT , Sr. Delivery Partner Executive
Global Strategic Outsourcing, Mobile 91-8008719444,em@il: vekrovvi@in.ibm.com, Tel:91-40-44576902.

Rathish Poovadan---API2

From: Neha Agrawal <neha.agrawal@servicenow.com>

To:

Subject: [EXTERNAL] Re: #3 SAM ILMTv2 API integration; ServiceNow presenting to IBM to refine answers below

Thank you all for your time, a quick summary from the call. Please let me know if I mis-stated or missed anything.

Once we have the clarification on #3 by end of tomorrow 12/10, Hartford will make a decision if project will move forward with only **remaining option #5**.

ILMT Options

1. APIv1 – IBM is unable to provide credentials given constraints of shared environment.
 - Can an exception be granted by IBM for Hartford to only pull their data from the shared environment. Hartford has 4 computer groups defined from them. IBM is unable to grant the exception.
2. APIv2 – currently the V2 is build, will not work to get Hartford the information what they need.
 - IBM will need to expand APIv2 in order to completely take over from V1 so as to usage information is available. IBM ILMT product - Timeframes are not known at this point. **Hartford to raise a enhancement request for IBM.**
 - This is an additional version, original purpose was not to replace V1.
3. Can BigFix inventory (BigFix or via ILMT in sync with BigFix) be kept enabled till ILMT APIv2 is enhanced? **Rathish/IBM to clarify by end of tomorrow 12/10.**
 - Currently Hartford has access to BigFix console directly as opposed to files.
4. Possibility of Hartford to be in their own environment which is not shared?

5. File Transfer – Back up option. Custom.

now

3

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PTO & Company Holidays

Oct 20th

Nov 12th and Nov 13th

Nov 26th - Nov 27th

Dec 21st to Jan 1st

From: Lucas.Adler@thehartford.com

When: 12:00 - 13:00 December 9, 2020

Subject: #3 SAM ILMTv2 API integration; ServiceNow presenting to IBM to refine answers below

Location: Microsoft Teams Meeting

[External Email]

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

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RESCHEDULING ILMT SAM workshop for Wed 12/9

SERVICENOW Questions

1. As we read the method below, it sounds like the way to link the software usage to a computer is to first pull a license record and based on the peak time then query the software instance table based on start/end date and from there we find a computer_id? Is that accurate?
2. If so, couldn't you have multiple license usage records with the same peak time, as well as software installs with the same start and end dates? Is there a better way to reconcile the computer_id directly to the license usage? The usage should be coming from a specific host, right?

IBM ANSWERS

Here is update from ILMT product team, to get the association on License Usage and Computer API -

1. License Usage v2 can be seen as API version of the All Metrics panel - so it gives this level of information.
2. To link the license usage with computers which contributed to it, you need to get the column 'hwm_peak_time' and then use the Software Instances v2 API to query software instances which contributed.
3. Software instances can be queried using **discovery_start** and **discovery_end** fields which should contain the **hwm_peak_time** date - this will represent all software which was installed at the moment of license peak reported by license usage API.
4. The software instances contain information about computer(s) on which they were installed, including computer_id based on which you can identify computer.

CURRENT INVITES to be sent:

'Rathish Poovadan' <rathish.p@in.ibm.com>; Makuch, Maggie (Infrastructure) <Malgorzata.Makuch@thehartford.com>; 'Neha Agrawal' <neha.agrawal@servicenow.com>; 'Darren Wilensky' <darren.wilensky@servicenow.com>; 'Akash U Dhoot1' <akdhoot1@in.ibm.com>; 'Madhu Akhilesham14' <akhilesham@in.ibm.com>; Ramiz, Cheryl L (Infrastructure) <Cheryl.Ramiz@thehartford.com>; 'Darren Wilensky' <darren.wilensky@servicenow.com>; 'Dincon D Menezes' <dincon.menezes@in.ibm.com>; Gifford, John L (Infrastructure) <John.Gifford@thehartford.com>; Polacheck, Mark C (Infrastructure) <Mark.Polacheck@thehartford.com>; 'Medha Singri' <Medha.Singri@servicenow.com>; Sartor, Matt (Internet, IBM) <msartor@us.ibm.com>; 'Rohit Lobo' <rohit.lobo@servicenow.com>; Mujcinovic, Sabi (Infrastructure) <Sabahudin.Mujcinovic@thehartford.com>; 'Tomasz Stopa' <Tomasz.Stopa@pl.ibm.com>; pawel.januszek@pl.ibm.com; pawel.januszek@pl.ibm.com; gyanesh.dwivedi@servicenow.com; rohit.lobo@servicenow.com; darren.wilensky@servicenow.com; Medha.Singri@servicenow.com

JOHN setup HIG DEV MID Server

id: sa_ilmt

pw: was given to Lucas and he gave it to IBM via cell

Server: <https://thehartforddev.service-now.com/>

Connection was established and verified.

IBM Token to connect to DEV IBM ILMT server

Token was given to Lucas over cell and transferred via voice to Mark

ILMT IP - 10.138.164.12:9081

NOTES from Mark:

The IBM mid server in DEV is on an IBM server: pgdalmid0101.sl.bluecloud.ibm.com

I don't know who set it up.... Name: eam_mid-paris-2

The first step of the procedure below is..

Download the certificate by logging in to the ILMT or BigFix Inventory server and navigating to **Management > Server Settings**

Step 1 - Certificate configuration

HTTPS with the MID Server

Set up IBM License Metric Tool (ILMT) and BigFix Inventory integration for IBM compliance reporting using an HTTPS connection with the MID Server.

Before you begin

Role required: sys_admin

Procedure

1. Download the certificate by logging in to the ILMT or BigFix Inventory server and navigating to **Management > Server Settings**.

Step 2 - Import cert to MID

Procedure

1. Open a command prompt and navigate to the folder containing the JRE [keytool](#).

This is the location of the JRE you installed. An example path might be: C:\Program Files\Java\jre1.8.0_161\bin

2. Import a certificate into the MID Server's cacerts keystore, using this command:

```
keytool -import -alias <certificate alias> -file "<path to certificate>" -keystore "<path to the JRE>\lib\security\cacerts"
```

For example, you might enter: keytool -import -alias MyCA -file "C:\myca.cer" -keystore "C:\Program Files\Java\jre1.8.0_161\lib\security\cacerts"

Note: The keytool prompts you for a certificate password. If the certificate is for a CA, the keytool also asks whether to trust the certificate authority. To add a certificate to an instance, see [Upload a certificate to an instance](#).

Step 3 - Connection configuration

Procedure

1. Navigate to **Integration — ILMT / BigFix Inventory > Setup**.
2. In the **Connections** related tab, click **New** to create an HTTP or HTTPS connection record.
3. Fill in the form, as needed.

4. Click **Submit**.

The active connection information displays.

5. To import ILMT or BigFix Inventory scheduled data, navigate to **Integration - ILMT / BigFix Inventory > Scheduled Import** and then click **Execute Now**.

6. Verify that the import has completed successfully.

1. Navigate to **Integration - ILMT / BigFix Inventory > Transform History** to verify that both the import and transformation have completed successfully.

Note: Every record in the Transform Histories table displays an **Inserts** value of 0.

2. Navigate to **Integration - ILMT / BigFix Inventory > Import Set Data > Computers** to view all data imported into the Computers [cmdb_ci_computer] table.

3. Navigate to **Integration - ILMT / BigFix Inventory > Import Set Data > License Consumption** to view all data imported into the License Consumption [samp_ilmt_sw_install] table.

I extract the steps needed but for reference you can find a full guide here:

<https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/set-up-ibm-ilmt.html#set-up-ibm-ilmt>

You can take one of those example queries if you want. One example is:

```
GET api/sam/v2/computers?columns[]=id&columns[]=bigfix_id
&columns[]=computer_group_id&columns[]=name&columns[]=dns_name
&columns[]=ip_address&columns[]=os&columns[]=os_type
&columns[]=first_seen&columns[]=last_seen&columns[]=is_deleted
&columns[]=deletion_date&columns[]=is_managed_by_vm_manager
&token=7adc3efb175e2bc0f4484bdd2efca54a8fa04623
Host: localhost:9081
Accept: application/json
Accept-Language: en-US
```

IBM and HIG have established the connection into DEV with:

IBM (shared) ILMT ENV Srv. pgdalmid0101.sl.bluecloud.ibm.

HIG Mid Server: <https://thehartforddev.service-now.com/>

IBM is using the ID: id: sa_ilmt and I gave them the PW over a cellphone.

- We know that IBM can see the HIG Srv:
- pgdalmid0101.sl.bluecloud.ibm.com
- HIG says Connected, you can also see this from the Mid Server logs
- From IBM Team, I pointed DEV MID Server to below SN instance. "Now SN Admin/SAM need to validate this from SN console". They can find below mid_server request under MID Servers
Name ;eam_mid-paris-HIG
Hostname: pgdalmid0101.sl.bluecloud.ibm.com

From Chris

```
{
  "software_title_id": 36181,
  "metric_name": "RVU_FULL_CAP",
  "computer_system_id": 4,
  "peak_value": 1,
  "peak_date": "2014-04-14",
  "peak_time": "2014-04-14T13:05:10Z",
  "reporting_period_start_date": "2014-04-01",
  "reporting_period_end_date": "2014-04-30",
  "software_title_dimension": //hidden by default
  {
    "name": "BigFix Protection",
    "guid": "d78048cf-842b-44e8-8036-e7e2bf8afb31",
    "publisher_name": "BigFix",
    "publisher_guid": "8a759f0c-b91a-4d7d-8c4a-a9d85e06c13d"
  }
}
```

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