



Case Study

From F to A: How 1E helped the US Department of Veteran Affairs (VA) make the grade

The United States spends over \$80 billion dollars a year on IT products and services. Most of those billions (yes, billions with a 'b') are spent maintaining old and out-of-date software. In effort to eliminate software waste and scale down the expense of this upkeep, the Federal Information Technology Acquisition Reform Act (FITARA) was passed in 2015 to help the government regulate how they are buying and using software.

Leveraging the SAM capability and scalability in the 1E AppClarity solution, the US Department of Veteran Affairs (VA) has achieved a FITARA A rating for Software Licensing under the MEGABYTE Act over the last 2 rating cycles, an improvement from the F grade received several years prior to using 1E AppClarity and working with 1E. AppClarity is the only SAM tool on the market that is able to handle the volume and complexity of the VA environment.

The FITARA system from the General Accountability Office (GAO) grades agencies across the US government in a number of areas, including Software Inventory and Licensing, Data Center Optimization, and Risk Management. FITARA is currently measured for 24 governments agencies in the area of SAM, only 8 agencies of which have achieved an A rating in Software Licensing, VA being one of them.



The VA IT environments is one of the largest and most complicated IT environments in the world today. There are more than 500,000 unique computing resources including mobile devices, medical devices, workstations, BYOD systems, servers and clustered environments. Many of these systems are virtualized, adding to the discovery and licensing complexities. The OneVA Technical Reference Model profiles more than 1,200 different software vendors.

The VA licenses and operates numerous inventory and management tools including Microsoft's Configuration Manager, IBM's BigFix, IBM's BigFix Inventory and VMware's vCenter. For an organization the size of the VA, conventional inventory and management tools have difficulty dealing with the scale of the environment--tools are architected to work on segmented sections of the overall network. Rather than one source for inventory and management data per tool, there may be between 3 and 15 sources per tool.

With the complexities detailed above, the VA realized there were significant challenges in the discovery and management of applications including deployment and usage calculations, virtualization environments, clustered environments and the associated related spending. The goal of having a consolidated, de-duplicated and normalized view of the complete environment is exceedingly complex with a requirement that the tool must be able to handle at least 300 Million records of input data from multiple different data sources and efficiently create a single pane of glass view of the environment.

In order to significantly minimizing the resource burden in both administration and management, and ensure license compliance, and reduce software license spending, the VA purchased and implemented the 1E AppClarity solution for workstations and servers.

As a result of using AppClarity, the VA has achieved several key metrics that have warranted an A rating:

- Ability to consolidate 20 data sources into a single pane of glass view for the IT environment:
- Consolidated report of software installations, usage and licensing requirements for all deployed software.
- Drill through reports allowing the analysis of software installations in clustered and virtualized environments where licensing becomes even more complex for products like those from Oracle, IBM and Microsoft.
- Using the 1E developed, ISO standards-based entitlement repository, the VA is able to track any license metric from any vendor for any product
- The 1E entitlement repository is managing more than \$3 Billion in software licenses
- With AppClarity, the VA has visibility into all software and hardware in their environment providing them with the ability to defend against software audits and manage true-ups much easier and faster



- The VA now has the ability to automatically uninstall software based on usage and/or organizational policies lowering their software licensing costs and improving their cybersecurity posture
- 1E Expert Services provided the VA with specialized entitlement reports that map to their unique purchasing processes
- 1E Expert Services helped the VA to establish their SAM program in a way that maps to industry tested and international standard documented best practices

1E Senior Consultant and SAM SME Steve Klos and several other members of 1E helped create these standards and were instrumental in providing the VA subject matter expertise regarding the ISO standards.

AppClarity provides several benefits to the VA and all customers:

- Comprehensive Software Inventory - AppClarity leverages Microsoft's System Center Configuration Manager (SCCM), IBM's BigFix and IBM's BigFix Inventory to instantly obtain a register of all applications deployed across all platforms.
- Normalized View of Applications - AppClarity filters out irrelevant records and normalizes publisher and product names. This information is easily consumable via a single console for all software assets.



- Intelligent de-duplication - with so many data sources providing both hardware and software information across the network portfolio the solution must be able to properly identify duplicate reports, identify the most accurate data from the duplicated results and purge the less accurate duplicates.
- Validation of data - discovery and management systems sometimes report invalid data for devices. AppClarity ensures all data is validated prior to on-going processing. Where it can, AppClarity will correct the invalid data, where it can't resolve the invalid data, AppClarity highlights discrepancies, allowing the program to utilize different approaches to cleanse the discrepancies (including, using 1E inventory, collecting from an additional discovery tool, or manually updating system data as required).
- ISO 19770-3 Compliant Entitlement Management- AppClarity's Entitlement Management solution was designed by the primary editor of ISO 19770-3 – the international standard for entitlement management. As such it provides the richest understanding of licenses, contracts and entitlement on the market today. AppClarity allows storage and management of licenses from any vendor, for any software product, with any metric.
- Detects Unused PC Software- Every software install can be instantly analyzed by leveraging data from existing VA agents to determine if it is used, rarely used, or unused.
- License Demand Calculation- AppClarity leverages the normalized, deduplicated and cleansed data to calculate license demand based on installation and configuration of software and hardware for some of the most complex licenses such as Oracle Database, WebLogic, MS SQL Server, IBM PVU based licenses and many others, as detailed below. This understanding of



license requirements is compared to data in the entitlement repository to provide the highest level of accuracy in license compliance reporting.

- Financially Quantifies Waste - AppClarity provides additional reporting with actionable results without having to review volumes of data. All unused software is collated into the Unused Software Report providing organizations with a business case detailing the waste and the steps to take action.
- Automatically Reclaims and Recycles Software on PCs- Unused applications can be harvested from PCs using a policy-based approach. When a software installation is unused, it can be reclaimed automatically or with user consultation using an intelligent, opt-out process.



Who we are

1E is redefining endpoint management. Our solutions help keep every endpoint secure and current with the latest software and applications: that's every device in every location, fully automated, and in real-time.

[Find out more about 1E](#)

