1 The Asset Database
1.1 What features does your product include to help clients maintain an accurate and up to date view of their IT assets?
1.2 How can your clients tell if they are getting adequate coverage and regular auditing of their estate?
1.3 How can a client identify duplicates, retired machines or machines that have gone missing?
1.4 How can clients tell when new machines are added to the network?
1.5 What is the process for discovering new machines / platforms on the network?
1.6 Does your technology track and manage the existence and usage of virtual platforms, virtual operating systems or web based applications?

2 Software Recognition
2.1 Describe how your technology recognises software
2.2 Does your software identify whether an application installed requires a license?
2.3 How does your technology allow users to prioritize risk and sort software?
2.4 How is the usage of applications managed within your technology?
2.5 How are applications linked to devices and/or platforms?
2.6 Does your technology supplement discovered software with any additional intelligence?
2.7 What features are included to automate the recognition process whilst maintaining accuracy?

3 Software Reconciliation
3.1 How does a client reconcile their entitlements against discovered software?
3.2 What features are included to automate the reconciliation process?
3.3 How are different license types and usage rights managed within the reconciliation process?
3.4 Does your technology provide license intelligence based on what is discovered?
3.5 How and Where does the client store documentation and / or meta data associated with licensing?
3.6 What intelligence is provided to clients to assess their compliance position and negotiate contracts?
3.7 How does your technology support ongoing renewals
3.8 How does your technology support the ongoing optimization of software assets?

4 Reporting
4.1 Describe the reporting capabilities of your technology to support SAM processes
4.2 Can the client gain access to raw data to use with other technology? If so how?
4.3 Can the client import / synchronise data from other systems? If so how?
4.4 How does your technology harness the clients existing systems or infrastructure?
4.5 How does your technology support the lifecycle of software?
4.6 Can clients be alerted or sent scheduled reports?

5 Enterprise SAM
5.1 What features does your product include to support clients with multiple cost centres, geographic regions and networks?
5.2 How does your technology handle Global Agreements, Local Agreements and Nested or Parent / Child Agreements or other contracts with dependencies?
5.3 How does your technology cater for multiple user types, roles and responsibilities
5.4 How does your technology support the optimal usage of software and minimise the risk of non-compliance across multiple cost centres?
5.5 How does your technology automate the allocation of license entitlements
5.6 Describe how your technology integrates and cooperates with large scale enterprise systems to facilitate SAM processes

6 General Features
6.1 How does your technology support ongoing SAM tasks and workflow?
6.2 What documentation is provided with your technology?
6.3 How are clients supported during initial install?
6.4 How are clients supported after implementation?
6.5 How does your technology align itself to the practices outlined in ISO/IEC 19770-1 & -2?