SE1008B Software Licensing Part 2 Transcript

## 1 of 52 Perry Holley (voiceover under initial screen)

Before beginning the module, please consider the contents of this screen.

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Make sure your browser window is maximized so that all tools and functionality work properly and to avoid scrolling.

For additional information, please visit the FAQ page, which is accessible by clicking on the ‘on screen’ text.

## 4 of 52 Tom Wroblewski (onscreen)

Hello, I'm Tom Wroblewski, and welcome to Software Licensing – Part 2. As part of the Selling Essentials curriculum, these modules are built by sellers for sellers and are available to the entire IBM Worldwide Sales Team to raise your level of sales performance. No matter what part of IBM you're in, a Client might ask you about software-licensing issues.

In Part 1 of this module, Sheila McAndrew, IBM Legal Counsel, summarized the basic knowledge you should know about IBM Software licensing. In this module she will share different licensing agreements which affect z Systems software, as well as "Subscription and Support" contract provisions that relate to all license agreements. These two modules will help you be informed and increase the value you can bring to your Client.

As a reminder, this is Part 2. If you haven't taken Part One yet, please remember to do so.

So click NEXT and let’s get started!

## 5 of 52 Sheila McAndrew (onscreen)

Hi, my name is Sheila McAndrew, Counsel for IBM Software. If you have already completed Part 1, welcome back.

If you have not yet completed Part 1, click out of this module, click on Part 1 and begin there. To get the most of *Software Licensing*, we recommend taking it in the recommended sequence.

Throughout this module:

You will learn the importance of Software Licensing for you and your Clients

You will find and download the key license documents that govern IBM Software offerings, both On-prem and SAAS

And, you will practice using those documents to find answers for your Clients

In Part 1 of this module:

You explored the basics of Software Licensing Agreements

You reviewed Passport Advantage, which covers Distributed OTC and Term software, as well as SaaS, and Appliances

Next, In Part 2 of this module:

You’ll examine how different license agreements affect z Systems software, and which provisions of Subscription and Support relate to all license agreements

Then you’ll put everything you’ve learned in Part 1 and Part 2 of the module together with a Summary Activity

Before we wrap-up, we’ll also talk about the new Client Relationship Agreement, or CRA

## 6 of 52 Sheila McAndrew (onscreen)

If you didn't access the Participant Guide for Part 1, I highly recommend that you do so now. This guide contains a portable version of the key concepts we're covering in the module. Access the download now, and print it out if you prefer.

At key points during this program, you'll see a note appear at the bottom of the screen, reminding you that you can find the information we are reviewing in the Participant Guide.

Let’s now go to David Chase, who will continue with z Systems software licensing.

## 7 of 52 David Chase (onscreen)

Thank you, Sheila! My name is David Chase and I am the Worldwide z Systems Software Licensing consultant for IBM.

I have delivered hundreds of seminars to thousands of IBM Sellers, executives, Managers, Business Partners, and Clients.

When there is a new software offering, I am the person to help unite the business intent with the contracts.

I get many questions every day, from all over the world, about licensing software for z Systems. Whether simple or complex, I rely on the knowledge of the foundational software licensing agreements and knowing where to go for answers. Let’s get started with the basics.

## 8 of 52 David Chase (voiceover)

We will start with the area that Scott and Sheila covered: Passport Advantage. There is PA software that runs on Linux on z Systems. It is governed by the same agreements as it is on Distributed servers:

The IPLA foundational agreement,

Passport Advantage, and

And The LI, or License Information for a particular product or offering

The S&S is handled the same whether the software runs on z Systems or Distributed Servers:

For OTC, the S&S is included in the 1st year and renewed annually.

For Term, support is included

For both OTC and Term,the software is licensed to an enterprise, not to a specific machine, and can be used within the enterprise.

## 9 of 52 David Chase (voiceover)

z Systems also has software governed only by the IPLA and the LIs, but not Passport Advantage.

Clients are billed a One-Time Charge, or OTC, for the right to use the software up to the purchased entitlement level.

For IPLA software that only runs on z Systems, we sometimes refer to it as “zOTC.”

This license never expires and is also not licensed to a specific machine.

Clients are allowed to move their IPLA entitlements within their enterprise. zOTC software uses a different contract to receive software updates and technical support – the International Agreement for Acquisition of Software Maintenance, or IAASM, not the PA. This agreement is more commonly referred to as the S&S contract.

Clients have the option of paying an annual fee for S&S – the 1st year’s S&S is not included with the OTC, like it is with Distributed. If they stop paying the annual fee, they may still use the software, but can no longer receive support or future releases and version upgrades.

This is an excellent opportunity for you to go back to your Client and discuss the value of renewing.

Like with S&S on distributed servers, our top Sellers engage in the zOTC S&S discussions 6 months in advance, to review the IBM value and ensure that their Clients renew.

## 10 of 52 David Chase (voiceover)

Another agreement used for z Systems software is the IBM Customer Agreement, commonly referred to as the ICA.

Under the ICA, your z Systems Clients in most of the world pay a Monthly License Charge, or MLC.

The MLC is the fee that allows the Client to use the software on a specific designated machine for one month.

Each MLC license is renewed automatically the following month.

MLC software is not licensed to the enterprise like IPLA and PA software.

MLC software is tied to a particular machine.

The MLC fee is typically based on monthly usage.

If the Client stops paying the monthly charge, the software must be deleted from their system.

## 11 of 52 David Chase (voiceover)

The MLC fee also gives your Client the right to call the IBM Support Center to receive technical assistance with their software product, as long as that product is still being supported.

Even if IBM eventually withdraws support because a newer version is available, the MLC must be paid as long as your Client uses the program. Help your Clients keep current on the latest versions of MLC software so they have access to technical support and can take advantage of the latest features.

This description of ICA software fits the majority of our z Systems Clients worldwide.

There are exceptions for some Asia Pacific countries, such as China.

Click on the “Exceptions” link to learn more about these “Exceptions” and contact your local licensing specialist.

## 12 of 52 David Chase (onscreen)

Now that you know what these agreements are, do you know how to find them?

To build credibility and trust between you and your Client, you must know how to find license agreements and locate pertinent information.

Click Next to learn how to find the IPLA.

## 13 of 52 David Chase (voiceover)

Start by typing “IBM Software License Agreements” into Google or go directly to the URL you see on the screen.

Save the link to this page and share it with your Clients.

You will find the latest version of many software license agreements you need through this site.

Follow the instructions on the screen to reach the two access pages and to download the IPLA.

## 14 of 52 David Chase (onscreen)

Now you know how to find the IPLA. What can you learn from it?

Common questions that Sellers get asked are:

What determines our authorized level of use?

Whose responsibility is it to verify compliance?

Can you answer these questions? The Go Find It! Challenge will show you how.

Click “Next” to start the Challenge.

## 15 of 52 David Chase (voiceover)

Use the IPLA document you have downloaded to answer these questions.

Click on “Hint” for some help.

(PAUSE)

Here’s your first question:

What determines the Client's authorized level of use for an IPLA program?

(PAUSE)

Choose the best answer, click Check, and then learn more about why that’s the best answer on the next screen.

## 16 of 52 David Chase (voiceover)

The Proof of Entitlement (PoE), is the original invoice the Client received upon program acquisition and it determines the Client's authorized level of use for an IPLA program, in much the same way as it does for an IPAA program.

## 17 of 52 David Chase (voiceover)

OK, next question.

Who has the responsibility to verify compliance with the license terms and conditions?

(PAUSE)

Choose the best answer, click Check, and then learn more about why that’s the best answer on the next screen.

## 18 of 52 David Chase (voiceover)

It is the Licensee that has the responsibility to verify compliance with the license terms and conditions.

## 19 of 52 David Chase (onscreen)

How did you do?

Your key take-away should be that the licensing agreements are available to you and your Clients, and the answers to your Client questions are in the agreements.

You need to become familiar with the terms and conditions of the software agreements for the products you sell.

But remember, you are not alone.

There are people, like me, who deal with contracts on a daily basis, such as Dealmakers, the Software License Management Team, and the IBM Legal Staff.

Always feel free to contact us with your questions.

If you primarily sell z Systems software, there is another layer of knowledge you may need.

Click “Next” to see if you relate to the following scenario.

## 20 of 52 2 Actors (voiceovers)

**[Seller]:**

I have other questions about z Systems Software Licensing.

Where I can I go to learn more, so that I can be better prepared for questions from my mainframe Clients?

**[Manager]:**

Start with the IBM z Systems Software Pricing Reference Guide.

It provides information on the agreements and licensing payment plans, and defines the acronyms for the various software pricing metrics.

Then, take the Introduction to Contracts for z Systems Software self-study course, which introduces the three basic contracts for z Systems.

**[Seller]:**

That’s great, thanks. But, what if I’m with a Client, and they ask something I can’t answer?

**[Manager]:**

Again, start with the IBM z Systems Software Pricing Reference Guide.

Then look at the z Systems Software Pricing website; it will provide most of the answers you’ll need.

## 21 of 52 David Chase (onscreen)

There is a lot of useful information on the z Systems Software pricing web pages at the link provided.

You can also view a series of z Systems Software Licensing Educational webcast recordings at the 2nd link.

Click “Next” to hear from a top software sales leader on how this knowledge has helped him with his Clients, who have both z Systems and Distributed software in their accounts.

## 22 of 52 Raj Datta (onscreen)

Having started my career in services, licensing did not come naturally to me.

I was not familiar with terms and acronyms that even my clients already knew.

I began my Software career in z Systems software sales and immediately realized that knowing only bits and pieces of IBM’s licensing methodology would not be good enough--if I wanted to be viewed as a solution provider to my client, versus just being another ordinary “sales guy”.

I remember...at one client, we did not have an SCL on the account, and the client expected me to know both the z Systems AND distributed software licensing components.

Wanting to make myself the face of IBM to the client,  
I spent a lot of time with our deal makers learning pricing, terms, and creative deal structures.

Once I strengthened my software licensing knowledge,  
I was able to develop a trusted advisor relationship with the client.

Eventually we grew an account that used to buy “one off” licenses (via credit card, believe it or not!), to an ELA account that has become one of our premier Software clients.

Your ability to have a meaningful software contract discussion with your client is not an option, but rather, it is essential to your success.

Once you have the basics down, you ~~then~~ have the foundation to build upon them and to realize the same benefits that I’ve seen both as a seller and as a manager at IBM.

Becoming proficient in the knowledge of software licensing agreements, is well worth your effort.

## 23 of 52 David Chase (onscreen)

As you just heard, you’ll want to learn the basics and know where to find more information.

The time you spend will pay major dividends in positioning yourself as a consultant with your clients, and help to promote successful deals.

We’ve talked about how the products are licensed and about Subscription and Support.

Now, let’s look more closely into S&S, with our subject matter expert, Martin Hewitt.

## 24 of 52 Martin Hewitt (onscreen)

Thank you, David!

My name is Martin Hewitt.

Being part of the global Subscription & Support community for many years, my role in Strategic Subscription and Support Sales centers around working with Client Teams and Clients to help them better understand the value they receive from S&S.

As Sheila said at the beginning of this module, the provision of S&S is among the terms in a licensing agreement, and it’s an important part of your sales process.

S&S comes as a single offering, but provides two very different benefits for your Client.

Except for zOTC software, S&S is included with the initial distributed license in year one.

After that, it’s an optional annual renewal for your Client.

Let’s talk about what that means to both your Clients and you.

## 25 of 52 Martin Hewitt (onscreen)

Why is Subscription and Support important to your Clients?

It provides a continuous value:

S&S is one of the most cost-effective ways for your Client’s business to ensure that they have access to the latest technology.

It’s a comprehensive product upgrade and Technical Support offering that is renewable.

S&S allows the Client to choose when to take advantage of the offerings in S&S and gives them the opportunity to maintain a healthy current environment on their timetable.

I strongly recommend your Client renew their S&S annually to assure they can take full advantage of the latest technology and support.

Let’s discuss each component individually – SUBSCRIPTION, and then SUPPORT.

Click “Next” to learn about SUBSCRIPTION

## 26 of 52 Martin Hewitt (onscreen)

With Subscription, you need to understand and communicate the following three benefits for your Clients:

Access to Software Updates

Product Notifications

Announcements & News

First, Access to Software Updates:

Your Clients receive access to new, generally available releases and versions of their licensed software.

These versions and releases include the latest features and functions that contain new fixes and improved security features.

Next, Product Notifications - Your Clients have the option to receive product notifications when new releases and versions become available.

And finally, Announcements &News - The My Notifications service allows your Clients to receive customized daily or weekly announcements through e-mail, custom Web pages and RSS feeds.

These may contain **i**mportant news, and new or updated support content such as publications, hints and tips, technical notes, product flashes, and downloads and rivers.

## 27 of 52 Martin Hewitt (onscreen)

Now, let’s examine Support. Technical support is a critical part of the value we bring to our Clients. It includes:

Access to support 24 x 7

Rapid response to Severity 1 issues

Help with deployments, migrations and code questions

As a worldwide company, we offer support in 140 languages around the globe.

Support can be accessed several different ways:

First, the IBM Support Portal on the web.

This provides information on basic support so that your Clients can help themselves. It includes activities like finding the right product information, troubleshooting ideas, and help to determine how to prevent problems and download fixes.

Another resource is the online Software Support Handbook, which includes:

An introduction to IBM Software Support, and

A guide on how to access the different types of support IBM offers, including electronic and voice support.

Check out more in the IBM Support Portal from the link onscreen. That’s why S&S is important to your Clients. Why is it important for you?

## 28 of 52 Martin Hewitt (onscreen)

S&S is a vital part of your sales process.

Once you have made the sale, it’s important that your Client deploys and uses that software to ensure they get the most out of their investment. Here are some of the benefits for you, the IBM Software Seller:

You can assure your Client of a low-cost way to upgrade their software over time.

When software is deployed at the latest version, Clients maximize its value and competition will have a tougher time competing against you.

It is easier to sell to an existing satisfied Client than a new Client, and S&S is an integral part of Client satisfaction.

Since S&S is renewed annually, it gives you a reason to call on your Client.

You can discuss new sales opportunities that build on top of what they have installed, creating a solid install base and larger S&S renewals in the future.

If your Client does not renew their S&S, you will need to sell five times more new license revenue to make up for the lost S&S stream.

Let’s hear from a top Seller about how their view changed from dreading the S&S discussion to welcoming it.

## 29 of 52 William Lopez (onscreen)

Saludos!

I remember starting out as a new software seller with a shiny used laptop and a keen focus for winning new license revenue. It seemed that challenges were always coming from my clients regarding the value and benefits versus the cost for Renewals, Subscription & Support. I used to hope the topic of S&S would not come up while I was trying to sell our software. I thought: Perhaps I can sell now and defer that S&S until next year.

Over time, I realized that the most knowledgeable customers I had were those who knew the value of using their subscription and support services. One of my customers, a Regional Hospital, knew that S&S could significantly affect a life, protect a patient record, a doctor’s ability to diagnose and prescribe, or an organization’s ability to disburse and receive payments.

You may ask: S&S?? How can this be?

Well, think about the technologies with software that support our interactions through patient care. What if the technology support was interrupted at a critical point in time? I’ll pray that it never happens.

I also discovered how S&S helped me elevate the deal conversation to higher levels in the hospital’s organization.

I asked: Who needs to know how much money is spent for IT? After I answered that...I quickly asked: Who else??

Now, I’m communicating with the person and groups who control the Finances, Budgets, Emergency / Contingency Funds.

They care about mitigating RISK!!! They understand the benefits of S&S.

I’m proud of IBM’s commitment to S&S for its Software products and I don’t avoid discussions about S&S.

I believe some customers may still challenge me; but I think it’s a great conversation starter.

The conversation will definitely demonstrate a deep commitment to the client, and open the way for them to see that S&S can be an integral part of a plan to reduce their Total Cost of Ownership.

So don’t avoid S&S; it will help you sell!

## 30 of 52 Martin Hewitt (voiceover)

Let’s review the basics you need to know about our S&S offering:

With Distributed software, S&S is included with the licensing fee in year 1, and available as an option in subsequent years, renewed annually.

With both Term and SaaS licenses, Support is included in the agreement

Now, look at Appliances –

Software-only appliances, or “virtual” appliances, include S&S in the original sales price and is renewable annually.

Physical appliances, the combination of hardware and software, come with a 365-day warranty on the package and are renewable annually.

With zOTC, S&S is renewed on an annual basis with an annual fee, but S&S is optional for z Systems software

And, what about z Systems MLC?

There is no S&S per se for MLC software.

Support is included with the Monthly License Charge for as long as IBM supports that particular version.

If the Client stops paying the fee, the software must be deleted and support ceases.

## 31 of 52 2 Actors (voiceover)

**[Seller]:**

You’ve helped me with where to go for more information on licensing products.

Now, where do I go for more information on S&S?

**[Manager]:**

Go to the IBM Support Portal.

There you can find information on Electronic Support, the IBM Support Handbook, and more information on IBM Subscription and Support in general.

Keep these urls bookmarked so you can share them with your Client and quickly respond to questions.

## 32 of 52 Martin Hewitt (onscreen)

Remember, there are a wide variety of resources available to help you stay well-informed on IBM Subscription and Support.

For you to be the respected advisor your Clients want you to be, and to assure that both you and your Client enjoy the full advantage of our unique IBM products and services, S&S must be a part of every sales discussion you have.

Sheila, back to you!

## 33 of 52 Sheila McAndrew (onscreen)

Thank you, Martin!

Now we have an important exercise to continue building the skills you need for your Clients to help them with questions about your software solution, your portfolio of products, the products you sell as a software sales specialist.

I am talking about the License Information, or LI, which govern the use of a specific IPLA software product.

You can find them at the URL provided on the screen.

Click “Next” to see an example of how you can use the LIs for your Clients.

## 34 of 52 Sheila McAndrew (onscreen)

Let’s start with an example of how you would use the License Information in your sales role.

Now, imagine that you have a Client who has purchased the product Cognos Insight, an analytics reporting tool.

The Client says to you, “I have ten analysts in a department running reports, but only half of them are ever on the system at the same time.

So, I only need to purchase 5 licenses, correct?”

You can answer your Client’s question by reading the License Information for Cognos Insight.

Let’s see how.

## 35 of 52 Sheila McAndrew (onscreen)

How would you respond to your Client’s question? Follow the instructions on the screen.

Here are a few things to remember:

You want to make sure you always find the correct edition of the software-- in order to answer the client’s question accurately-- because there are many LI’s for the same product – different editions, different versions.

In our example of Cognos Insight, there is a “Personal” Edition and a “Standard” Edition.

As a Cognos Seller, you would know that…

The IBM Cognos Insight “Personal” Edition is a data analysis and visualization product for personal use, and that…

The IBM Cognos Insight “Standard” Edition enables the Client to share its insights with others and import data from multiple sources.

It’s also important to remember that the License Information documents are sometimes updated between releases.

Make sure you have the information for the version and release that your Client is using – in this case, it would be version 10, release 2.2.

So, for our client, we will look up the Standard Edition, v10.2.2

## 36 of 52 Sheila McAndrew (voiceover)

So, how would you answer your Client’s question?

“I have ten analysts in a department running reports, but only half of them are ever on the system at the same time.

So, I only need to purchase 5 licenses, correct?”

Do they need 5 or 10 license entitlements?

According to the License Information, your Client needs to purchase a separate license entitlement for each authorized user.

So, you would need 10, not 5. Use the same steps to find LIs for the products that you sell.

If you need help, come back to the module.

## 37 of 52 Sheila McAndrew (onscreen)

You’ve learned a lot about software licensing in a short amount of time.

So, now you know how to find the key documents that govern your Clients’ use of IBM Software.

We’ve shown you how to find the answers to several commonly asked questions in the agreements, and we’ve told you how to find the Licensing Information for your individual Clients.

Now, let’s put it all together with a final activity.

## 38 of 52 Sheila McAndrew (voiceover)

Do you think you’ve learned licensing basics?

Let’s see!

Check out your knowledge on OTC vs MLC, license offerings, and product-specific license offerings.

Follow the instructions on the screen to complete each challenge in the Summary Activity.

We’ll review the correct answers after each one.

## 39 of 52 Sheila McAndrew (voiceover)

Do you know the differences between MLC and OTC software?

From the Drop-Down Menu, select the characteristic that applies to each.

When all are matched, click Check and then learn more about the characteristics on the next screen.

## 40 of 52 Sheila McAndrew (voiceover)

How did you do with MLC and OTC?

Let’s review characteristics for each:

This MLC software is licensed under the ICA using a monthly license which automatically renews.

Support comes with the license; if the Client stops paying, the license expires and the software must be deleted.

MLC software is licensed to a specific-designated machine

OTC software is licensed through a non-expiring license for which Clients pay a one-time charge.

The S&S must be renewed annually – take advantage of that opportunity!

OTC software is licensed to the enterprise, and not to a specific machine.

Now, challenge yourself on understanding our offerings, Distributed, SaaS, and z Systems.

## 41 of 52 Sheila McAndrew (voiceover)

Challenge yourself in licenses for each IBM offering.

From the Drop-Down Menu, select the characteristic that applies to each.

When all are matched, click Check and then learn more details about these agreements on the next screen.

## 42 of 52 Sheila McAndrew (voiceover)

How did you do with the agreements governing each offering?

Distributed software is governed by the IPLA and PA

SaaS may be governed by either PA or the CSA.

The Cloud Services Agreement applies only to SaaS

z Systems software is typically purchased on an MLC basis if governed by the ICA, or on an OTC basis if governed by the IPLA

Although it was not included in the Challenge, remember that Appliances are upgraded and supported through PA

For our final challenge, let’s look at several of the specific agreements.

## 43 of 52 Sheila McAndrew (voiceover)

Now it’s time to challenge yourself on specific licenses.

From the Drop-Down Menu, select the characteristic that applies to each.

When all are matched, click Check and then learn more details about these agreements on the next screen.

## 44 of 52 Sheila McAndrew (voiceover)

How did you do with these three agreements?

PA is a volume-pricing model that determines what the Client will pay

The IPLA and LIs govern both distributed and zOTC software

And, the ICA governs z Systems software sold on an MLC basis.

I’ll bet you did a great job with each of these challenges!

Click Next, and we’ll talk about IBM’s newest agreement, the Client Relationship Agreement, or CRA.

## 45 of 52 Sheila McAndrew (voiceover)

The CRA was designed to be simple and concise in an effort to enhance the over-all Client experience, particularly for those clients new to IBM.

As you can see from the chart, the CRA is also a broad agreement, and it covers the entire portfolio of IBM products and services. Of course, that includes the SaaS and Software we have been discussing in this module.

It’s important to note that many IBM customers have existing legacy agreements such as the ICA and the PA in place with IBM. In those cases, we typically leave the legacy agreements in place.

Introducing a new agreement involves a new set of negotiations, which often focus on already agreed-upon terms. So, to save time, we generally work with the existing documents.

However, when you are working with a Client that is new to IBM, who doesn’t have legacy agreements in place, the CRA is often a good starting point.

You should consult with your local Legal and Contracts Professionals to help determine the best approach for any given Client.

## 46 of 52 Sheila McAndrew (onscreen)

I hope you realize that knowing the basics of licensing is not only your responsibility, but it can help you be that consultant your client needs.

Let’s hear from one of your peers about how your knowledge of software licensing makes a difference with your clients.

## 47 of 52 Nancy Fehrenbacher (onscreen)

As a Deal Maker, I have helped shape and close some of the largest deals and as a Software Licensing Manager, I work on our clients’ compliance with our licensing agreements.

In fact, I dealt with a client during a Software License Review, who had almost the same scenario as the LI exercise you just went through.

They had a Cognos product for over 10 years going back prior to the IBM acquisition.

The client thought they were licensed for concurrent users but after locating the original contract, it was determined they had named users and needed a license for every user.

I’ve seen it from both ends of the sales process – for example, from the excitement of closing a new deal with a current client, to having a deal delay because the client has just experienced a difficult compliance review.

I know the topic of software licensing can seem complicated at first, but it’s worth your time and effort to know where to find the licensing information and how to guide your clients.

My observation......is that deals we close with sellers knowledgeable of their licensing agreements, we close sooner.

In addition, the clients who have sellers who help them understand their purchase, have less issues with the review process and are more satisfied when selected for an IBM license review.

YOU make a big difference to your clients!

## 48 of 52 Sheila McAndrew (onscreen)

So, do you now feel smarter about software licensing? You should!

Look at all of the topics we’ve covered in just this segment of the module.

For a brief review of the key points of licensing and the Software Licensing chart, click the links on the screen.

In addition to the links here, before you finish the module, please make sure to take a look at the resources available on the next three screens for other important downloads and key information.

## 52 of 52 Sheila McAndrew (onscreen)

Congratulations, you have now finished the Software Licensing Overview module!

After completion of both parts of this module, now you know:

The importance of the Passport Advantage program and its associated licenses

How SaaS and Appliances fit into the package and what governs them

The differences in licensing between Distributed and **z Systems** software

The importance of S&S and how it is sold with each product, and

Where the Client Relationship Agreement, or CRA fits into the Software Licensing Chart

You've come a long way since the beginning of Part 1. This knowledge is going to help you truly become an advisor for your Clients. So good luck, and good selling!

Perry Holley (voiceover)

You have completed Part 2 of the 2-part module, Software Licensing Overview. It’s necessary for you to complete both Part 1 and Part 2. If for some reason you have not completed Part 1, please do so now by clicking out of Part 2, and selecting Part 1.