Office of Software Licensing
Electronic License Management System (ELMS)
Current Processes: Multiple Steps, Labor Intensive

- Print-out form relying on signature & TAC before processing
- Often must physically duplicate DVD/CD media to provide software to users
- Renewal requires creating and sorting worksheets by individual organizations and then sending to the Business Administrator for approval via email

Lots and lots of back and forth effort involving many people...
PO Process: We tried....

• After multiple iterations (several months) trying to alter the system to an approval process involving Purchase Orders, it was determined that the level of customization required is tantamount to overhauling the application altogether

• To implement the application, we are dependent on allowing a process for customers to enter a valid Penn budget code into the system in order to make purchases

• Was it worth it for relatively limited low-dollar transactions?
New Process Much More Streamlined...

- Majority of items available for purchase online via ELMS
- System pre-populated with CNAC, ORG to reduce chance of incorrect budget code entry
- Software is downloaded by the user online or directly from vendor site
- Renewal reminders are directly sent by ELMS via email to user, who then goes to ELMS and orders software
  - Approval required for higher-ticket items (e.g. a 50-pack license)
Enhanced Customer Experience

• Overall processing time for orders placed to orders processed will be reduced significantly for customers
• Reduce time spent on labor-intensive licensing renewal process for Business Administrators
• Eliminate need to produce and deliver DVD’s and CD’s with the software package for the user to install the software (GREEN Solution)
• Reports can be easily generated to provide Business Administrators with overall spend and what products were purchased during the FY
Familiar Online Ordering Experience

• Intuitive design provides users with a shopping-cart experience meaning users will not need to be trained on how to use the system
• Faster, more convenient online turn-around time for software distribution
• Instant access to software download for commonly placed, low-dollar items
Protecting Penn: Controls in Place

• ELMS is pennkey authenticated
  – Restrict ineligible affiliations from making purchases (e.g. Students)
• Business Administrator approval required for higher-ticket items (can define and establish as needed)
• ELMS systematically limits software offerings to certain organizations as required for eligibility requirements
• Ability to restrict system access by adding users to a group that will disallow access to ELMS (e.g. anyone abusing system privileges)
ELMS: Into the Future...

- ELMS can accommodate the new Penn budget strings which will include alpha characters in the future
- BEN hierarchy is not integrated yet, but controls are in place to complement
  - Working with ISC and Penn Purchasing, the team will be exploring resource requirements costs, efforts, etc.