

**Jet Propulsion Laboratory**  
California Institute of Technology

# Selecting a Tool Utilization Product

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# This Presentation

- This presentation is a informal recap of what happened when JPL reviewed, evaluated and selected a software utilization reporting vendor, as it happened
- JPL does not endorse specific vendors as policy
- Please ask questions during the presentation

# Agenda

- Goals for the study
- Vendor review 'pros'
- The scoring process
- vendor cons
- scoring results
- Final Questions

# Terms

- Products: Software to be tracked and reported
- Vendors: Companies that provide utilization reporting solutions



# Beginning the Study

# Study: Goals

- To increase the quality of utilization data
- To increase the confidence of stakeholders in reporting data
- To increase the quantity of pre-generated reports
- Compare our existing in-house created software to Vendor software
- Deliver a 'Build vs Buy' report

## Study: Actions

- Gathered and prioritized high level requirements
- Identified Vendors
- Met with Vendors to discuss our requirements
- Selected Vendors for pilot evaluations
- Evaluated and Scored Vendors against our requirements
- Presented the Build vs Buy recommendation
  - Build vs Buy study result
  - Vendor evaluations

# Study: Requirements gathering

- Requirements were collected from cross role members of the tool utilization stakeholders
  - Managers
  - License Installation and Management staff
  - Tool Support leads
  - Product leads



# Study: Revealed Needed Features

- Can support a significant number of Products that we offer
- Can import Non-supported data
- Ability to Create personalized reports
- Schedule report generation and delivery
- Connect customer log-in names to HR information
- Use HR data in personalized reports
- Robust denials reporting
- Real-time information



Vendor 'Pros'

## Vendor Pros: Vendor-A

- Vendor-A has a clean and modern interface
- Supports a robust list of license servers including LM-X, FLEXlm, FlexNet, IBM LUM, Sentinel RMS and Reprise License Manager (RLM)
- Has good online documentation
- Shows real-time denials for tools using LM-X license manager
- Can import un-supported tool usage for reporting using XML
- Imports Flexnet encrypted .RL files
- Can 'drill down' from the dashboard homepage to tool details

## Vendor Pros: Vendor-B

- Vendor-B is a lean product. It 'gets the job done' without a lot of 'bells and whistles'
- The interface is simple and provides all the basic information and reports needed
- Supports: Sentinel, Reprise, LUM, DSLS, LM-X, and Altium.
- Filtered denials reporting

## Vendor Pros: Vendor-C

- Well designed user interface
- Robust reports can be run via the web or in MS Excel with auto update on demand
- Customizable dashboards (Per product or report type via widgets)
- User logins via LDAP allows for personalized start page and dashboards per user
- Locally stored LDAP data
- Supports: Accurev, Anark, CODE V, ATA, LS-DYNA
- Definable Role groups controlled via LDAP
- Psuedo-Vendors capable (AKA Combined )
- Uses a COTS reporting engine (OLAP Cubes)
- Filtered denials
- Imports unsupported usage through FlexIm styled reports
- Upcoming product add-on is designed to replace Flexnet Manger



# The scoring process

## Scoring: Rank and weight

- Each requirement was assigned a numeric weight on a scale from 2 – 10 where:
- 2 - would like to have
- 4 – Somewhat Important
- 6 – Very important
- 8 – High importance
- 10 – Must have

# Scoring: Grading

- Each Vendor was given a score for each requirement on a scale from 0 -3 where:
- 0 - Did not meet the requirement
- 1 - Somewhat met the requirement
- 2 - Met the requirement
- 3 - Met the requirement plus provided extra value
- Weight (x) Score = Grade
- Example: (Weight) 10 x (Met) 2 = (Grade) 20



# Scoring: Document Example

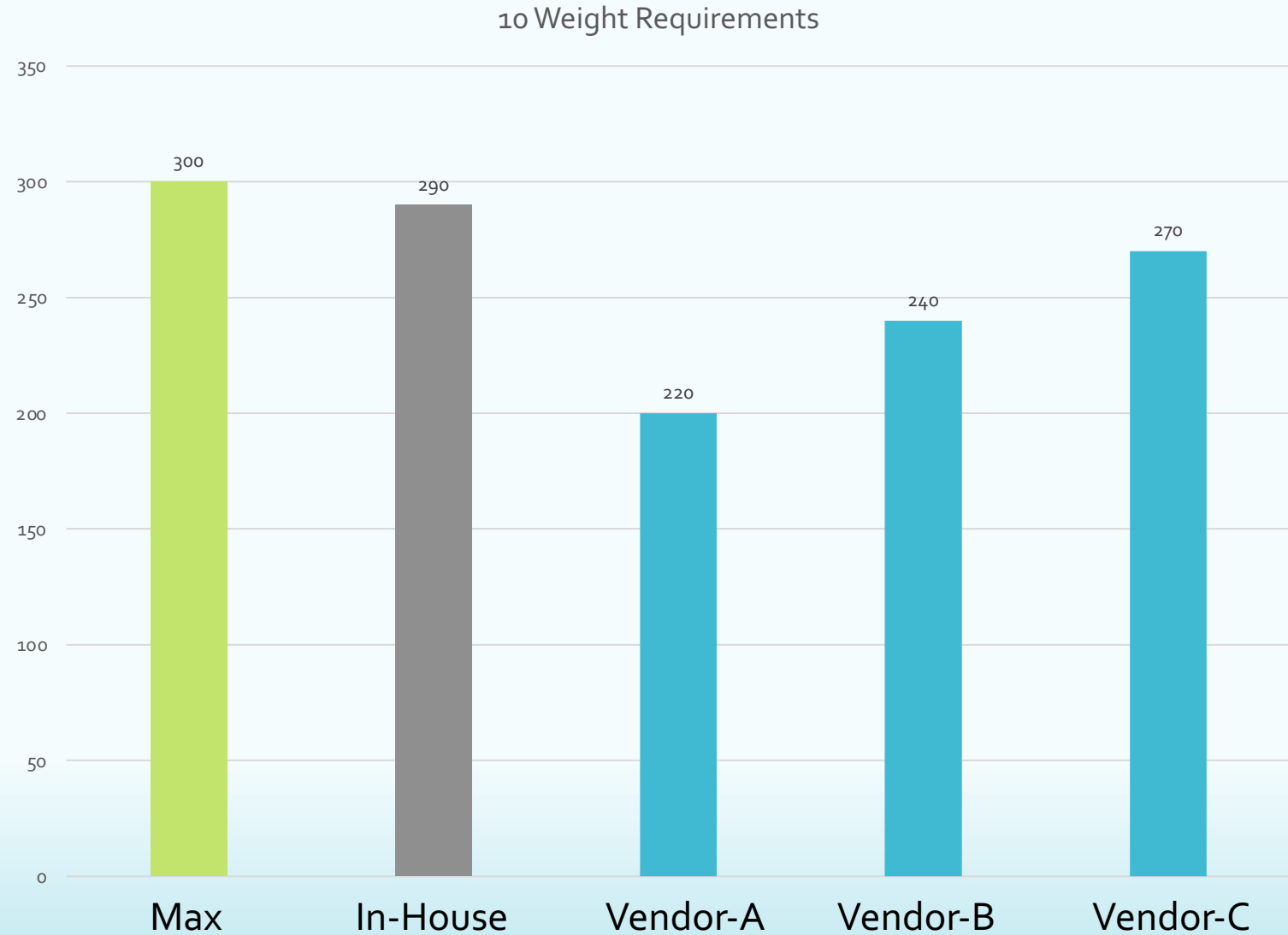
		Weight	Max	Grade	Vendor Comments
TUR-36	The product shall provide a method to produce custom utilization reports	6	12	12	In-House tool meets this requirement through custom programming by the development staff
				6	Vendor A does not meet this requirement. The sales staff claims they do not meet this requirement however our technical support thinks this requirement can be met through Vendor As SQL gui
				6	Vendor B partially meets this requirement by allowing read access to the database through SQL Server Manager. However our team would have to learn the Vendor B database schema and then write custom queries using SqlManager
				12	Yes Vendor C has multiple flexible ways of creating custom reports. Reports can be created through the Analysis Web Console the License Monitor Dashboards the Excel Dashboards and Reporting Services.

# Requirements Matrix

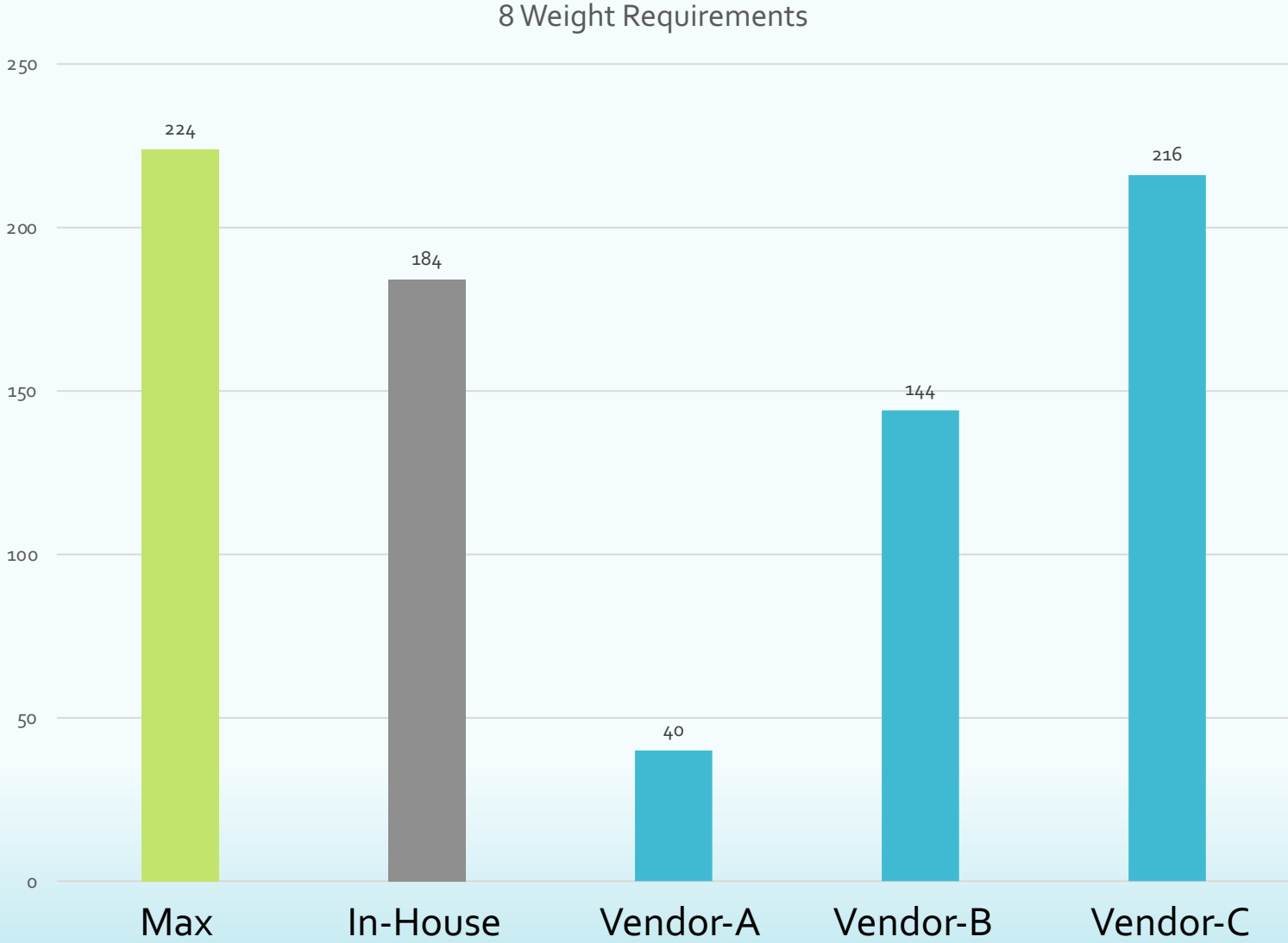
Blue = Exceeds Req  
 Green = Meets Req  
 Yellow = Somewhat Meets Req  
 Red = Does not meet Req

Number	Summary	Weight	In-House	Vendor-A	Vendor-B	Vendor-C
TUR-1	Report Usage Over Time Per Feature	10	Green	Green	Green	Green
TUR-2	Usage over time for quick checkout features	10	Green	Yellow	Green	Yellow
TUR-3	Display the feature license count line on UOT reports	10	Green	Green	Green	Green
TUR-4	License count over time overlay on the UOT report changes as licenses change	10	Green	Green	Green	Green
TUR-5	Ability to change the display name of a feature	10	Green	Green	Green	Green
TUR-6	Real Time checked out features	10	Green	Green	Green	Green
TUR-7	Report Denials Over Time Per Feature	10	Green	Green	Green	Green
TUR-8	Report Denials Over Time Per Feature for proprietary logs	10	Green	Red	Red	Green
TUR-9	Spurious Denials Elimination	10	Green	Red	Yellow	Green
TUR-10	Show Unique Users Over Time	10	Green	Green	Yellow	Green

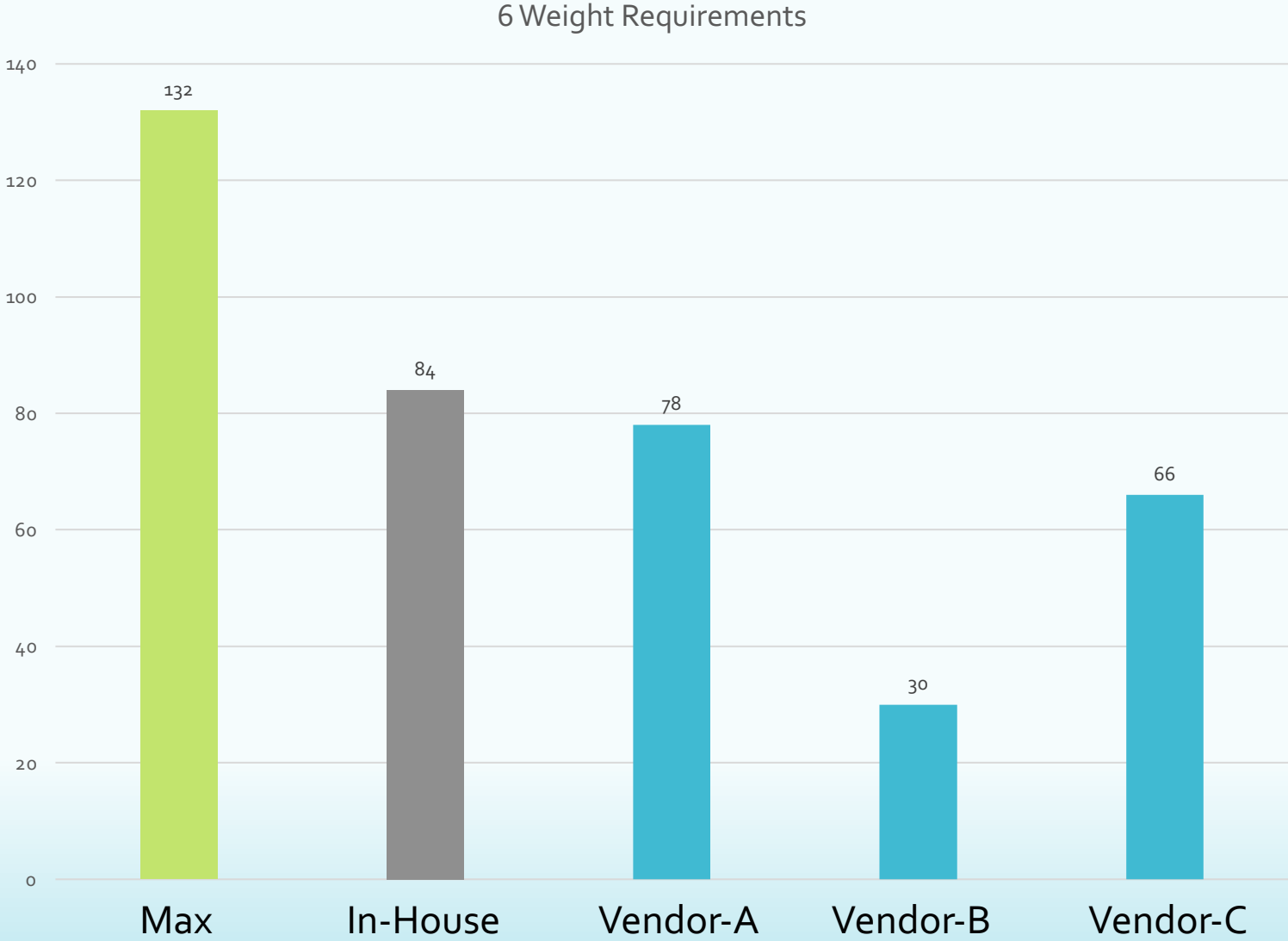
# Grade: 10 Weight Requirements



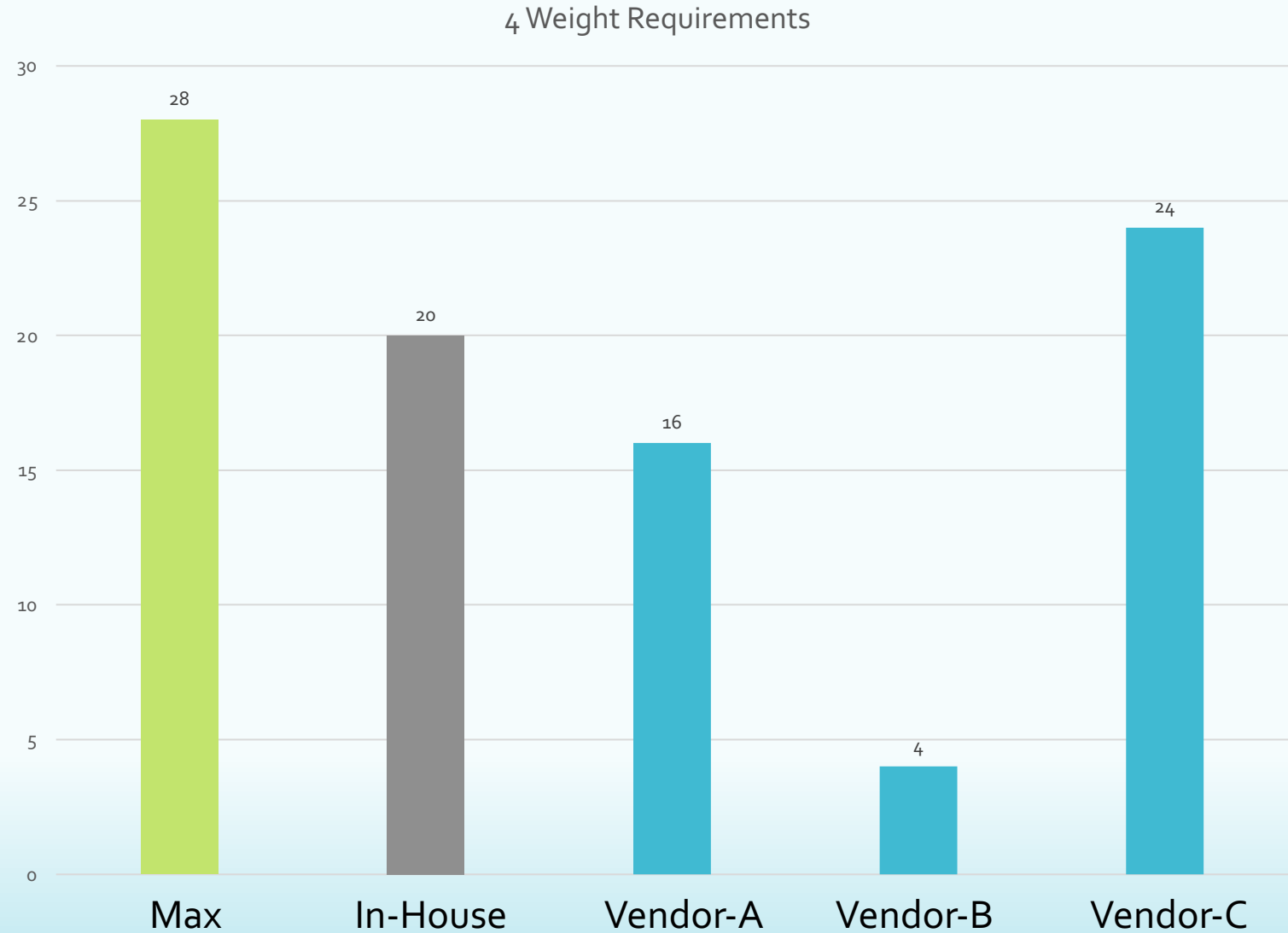
# Grade: 8 Weight Requirements



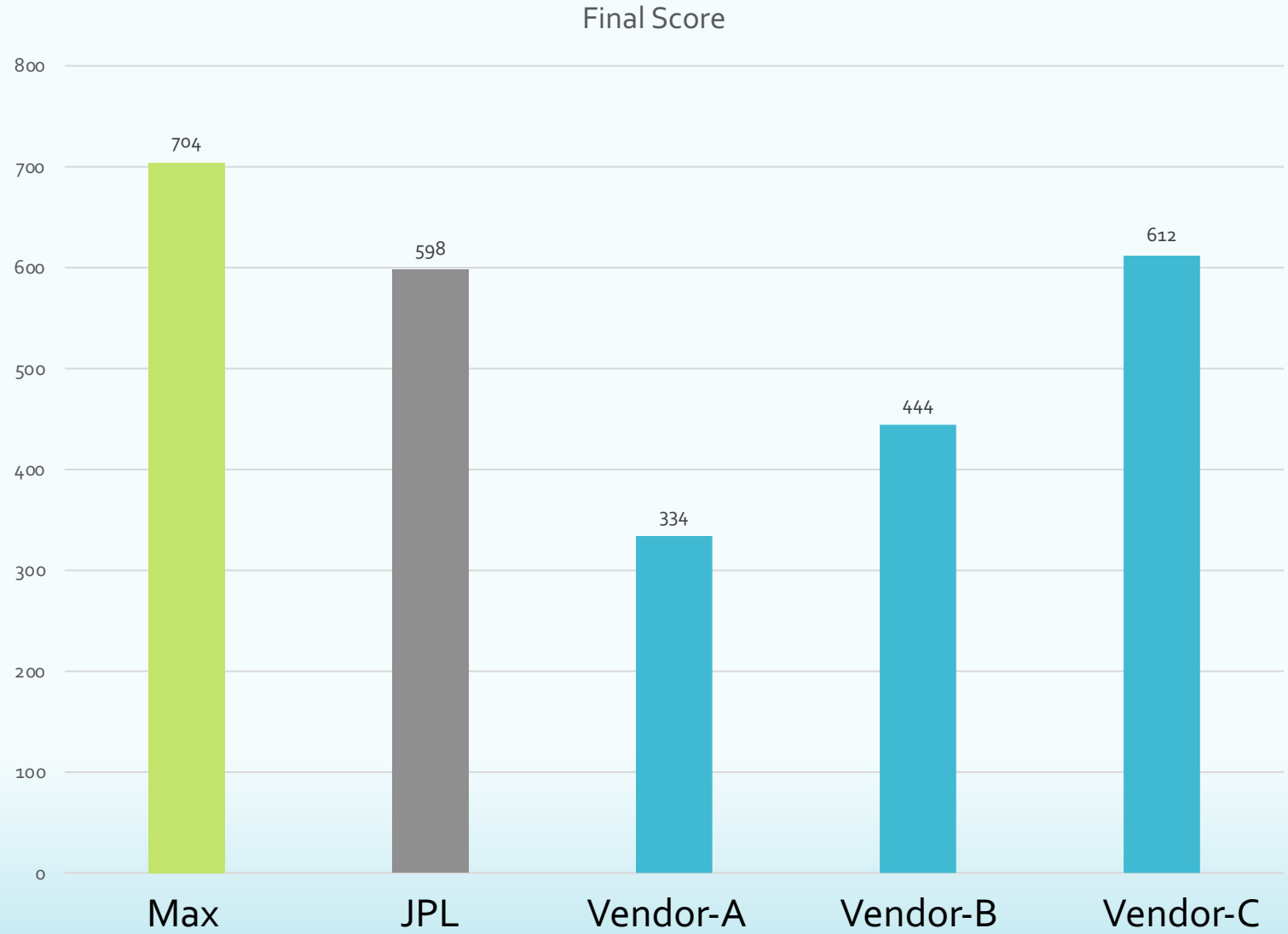
# Grade: 6 Weight Requirements



# Grade: 4 Weight Requirements



# Final Score









Vendor 'Cons'

## Vendor-A : Cons

- Inability to show data from a Vendor view
- Inability to choose display features
- Inability to exclude extraneous denials
- Inability to show what caused a denial
- You cannot make a usage report directly, you must query all data and then filter the results (shown to us by tech support)

## Vendor-B : Cons

- There is no dashboard, and no plans to build one
- Pilot has displayed buggy behavior in reporting
- Our installation has real-time report generation issues.

## Vendor-C: Cons

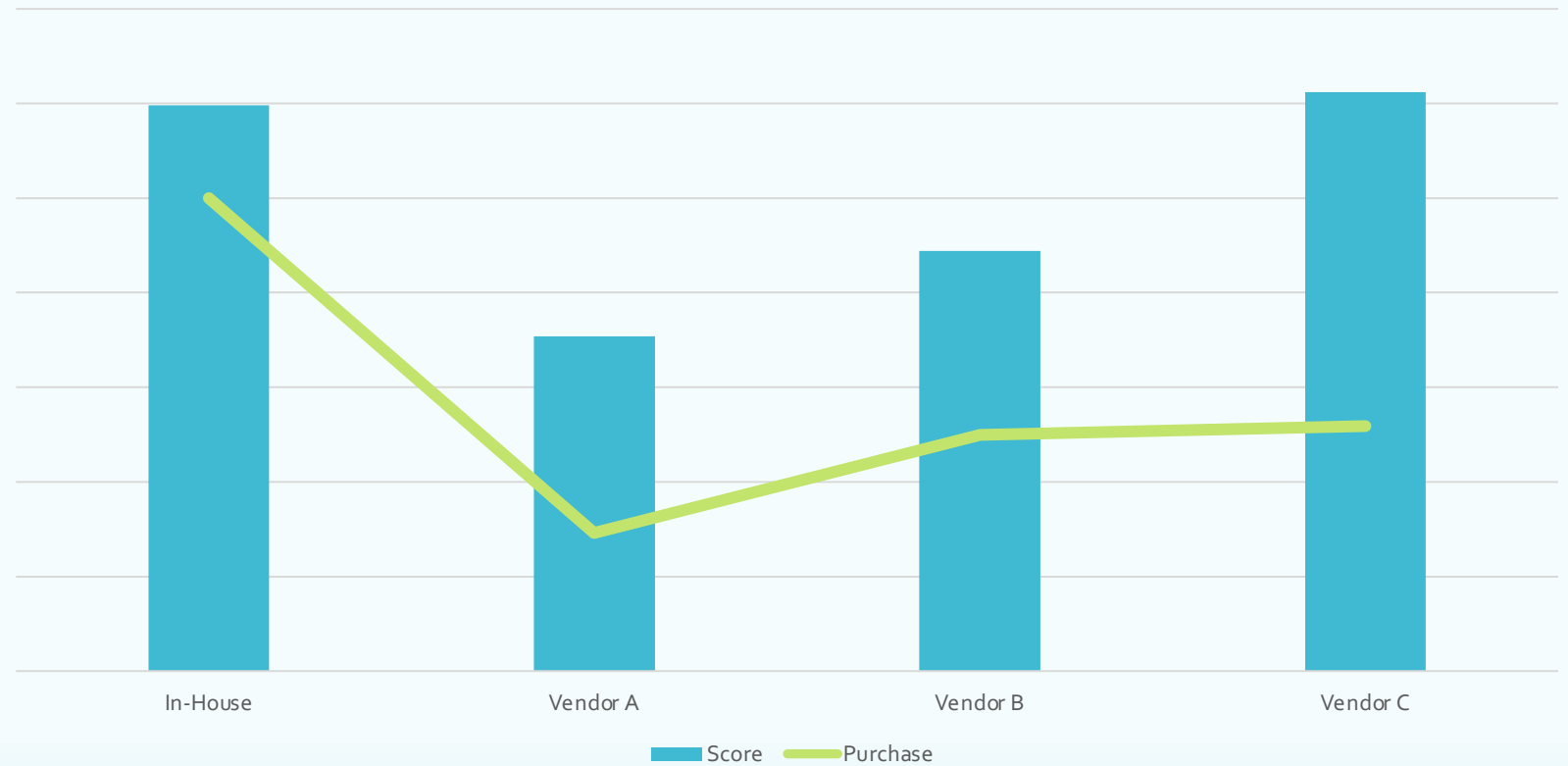
- Feature rich = highest learning curve
- We need to have knowledge of:
  - The product: web reports vs excel reports
  - Built-in Reports: There are a lot of them; what do they all mean / do?
  - Excel database connectivity with pivot tables
  - MSSQL OLAP cube and the technology's impact on reporting capabilities



# Score Vs Cost

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Score Vs Cost  
Relative to scale. Not actual costs.



In-house

Vendor-A

Vendor-B

Vendor-C

# Conclusion of Study

- Vendor C has more features per investment dollar than either an in-house build or the other candidate vendors
- Vendor C has features that were not represented in the requirement set
- We can not justify the build solution on a cost per feature basis

END

- Questions and Comments