Dear Sir / Madam,

We present to you the seventy eighth edition of our Software Licensing Bulletin, which highlights details on overview of HPE® Service Manager®.

- HPE® Service Manager® is a helpdesk management solution that helps in managing change and incident management.
- HPE® Service Manager® utilises a per-user schema for licensing and has three different types of user licences to allow customers to choose how to allocate access and utilise the service manager.
  - The three types of users licences are: Named, Floating and End-User Self Support (ESS).
  - Named users are assigned to specific users of Service Manager and guarantee access to the system and create/modify access to a specific module. This licence type is primarily used for dedicated users requiring guaranteed and immediate access.
  - Floating user licences provide a pool of access to a set of users. Floating users LTUs are primarily used for general users and provide a first-come-first-serve access.
  - End-User Self Service licences are intended for modules that are exposed to the end users of IT services via the self-service portal. These licences will be for a much bigger, more casual user population, and thus are calculated by potential end user community.

We hope the bulletin was informative. We would be happy to arrange for any additional information that you may require on the subject. Please write to us at in-fmkpmgccsbulletin@kpmg.com, for any queries or feedback.

Regards,
KPMG in India

About KPMG in India’s software licensing team: We have an experienced team of over 160 professionals in India with diverse and in-depth knowledge of software licence, software asset management tool, Intellectual Property (IP) and contact review.

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