

SoftSummit™ 2010

Strategize. Adapt. Succeed.
Strategic Solutions for Today's Fast Changing Market

October 11-13, 2010
Hilton San Jose, San Jose, CA



FlexNet Producer Suite *On-Demand*

Voting Ballot & Instructions

Each attendee will receive **five votes** of equal weight. If you wish, you may place multiple votes on a single item. Please enter the desired number of votes next to each of your selected items on the ballot page. The total number is not to exceed 5. The votes will be tabulated and the results will be announced Wednesday morning, October 13. A follow-up email detailing the voting results will be delivered the following week.

Administration

A1 – Grant Basic Perms Only

Create a new administrative permission which allows those with this level of authority the ability to create Manager users with the basic view permissions (View, View as End User, UAT Access)

A2 – Promote to Production

UAT is often used to “try things out” prior to use in production. Once changes have been finalized, it would be nice to have a simple mechanism for pushing the change to the production environments. This would be particularly helpful for HTML content and email templates.

A3 – Last Login Date on Member List

Include the last login time for each member when viewing the account member list. This could be helpful in finding the users who are more actively using the system and who may be most appropriate to contact. The same information could be added to the end user site to help administrators keep the user list current.

A4 – Inactivate Multiple Members on Account

Create a user interface to update multiple members rather than having to update them one at a time.

A5 – Role Based Permissions

Support the notion of user defined roles which are appropriate to your business processes. Roles would map to a set of the existing permissions and users would be assigned to roles. A support role may include member creation and file upload whereas an order entry role may contain member creation and order management. The primary benefit is ease of user administration.

End User

E1 – Return All Licenses on a Host

Reduce repetitive tasks by allowing all licenses on a host to be returned in a single operation. Today, individual license are returned one-by-one.

E2 – End User License Availability Report

Users can drill down in a variety of ways to view and generate licenses. Summary reports would be useful to determine what has been generated and what is still available to be generated.

E3 – User Specified # of Recent Files/Products/Emails

Allow the user to change how back he wishes to scan for recent product or file updates.

File

F1 – Expiration Date for Akamai Files

Files may be excluded from the Akamai delivery network on an individual basis. This is done with a file level indicator. If the indicator was converted to an expiration date, the exclusion timing could be established in advance. Without this change, the indicator must be applied at the time the change is desired.

F2 – Automatic File Load

The system could periodically check for files recently added to the upload server and automatically load them into the system with the LoadFileImage transaction. This would eliminate a step from the current process. Associating Files to Products would still be necessary. This feature could perform the AddFile transaction as well or could rely on a File already being defined with a matching filename.

F3 – Load File from Remote Location

Loading a file into the system requires that it first be transferred to an upload or staging server. The LoadFileImage transaction only supports local files, but could be extended to be able to pull files directly from customer servers. Initially, this would be limited to FTP access and would require that username/password data be supplied in the transaction for accessing your server.

F4 – Load File Web Service

We've avoided support for the LoadFileImage transaction via SOAP web services due the length of the transaction and the fact that the SOAP interface is synchronous. We could, however, acknowledge the request immediately and continue processing in the background. Subsequent SOAP calls would be required to check the status of the file.

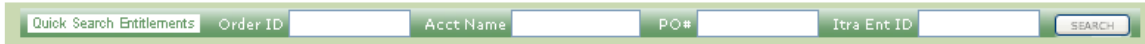
F5 – Display File Deleted Date

To avoid having to search for File Delete transactions, display the date a file was removed from the system.

Order

O1 – Account ID on Quick Search Entitlements

The current quick search fields include Order ID, Account Name, PO#, and Intraware Entitlement ID. The requested change is to include an Account ID option.

A screenshot of a search interface titled "Quick Search Entitlements". It contains four text input fields labeled "Order ID", "Acct Name", "PO#", and "Itra Ent ID". To the right of these fields is a "SEARCH" button.

O2 – Multiple License Files per Order Line

One of the license delivery mechanisms in place today is to supply license file on the order line. This option allows for a single file per order line. To deliver multiple files, the files must be zipped or somehow aggregated into a single file. To overcome this constraint, the application could be updated to allow for the upload of multiple files per order line.

O3 – View Active Order Lines

The current display of an order shows all line items regardless of status. This change would allow for the exclusion of Inactive Order Lines to hide irrelevant data.

O4 – Order Line Sort Options

Orders are currently sorted by Line Number. Sorting options could be added for other attributes such as Part#, Effective Date, Expiration Date, Status.

O5 – Internal Use Documents

Create the ability to upload reference materials for internal reference. Time stamps and user information would be captured along with the document itself. Documents could reference Accounts, Members, Catalog Item, Products, Files or Entitlements. The history would be viewable within Manager only and not exposed to end users.

O6 – Inactivate Orders

Individual order lines have a status of active or inactive. As a convenience, entire orders could be marked as activate or inactivate. With this capability it would be straight-forward to create an order without 'shipping' it by marking it inactive. Shipping the order would simply require updating the status to active.

Product

P1 – Select All Products for Update Notification

The production update notification email generation interface allows for the selection of one or more products to be included in a single update. As a convenience, users should be able to select all products in the search result with a single click.

P2 – Download Product Line Search Result

As with other search result pages, allow for the download of Product Line search result data.

P3 – Product Tree View

Create a Windows Explorer style view of the product catalog. Catalog Items would expand to show Product Releases and Product Releases would expand to show files. The inverse could be done as well to show 'Where Used' data. Files could expand to Products and Products to Catalog Items.

Reporter

R1 – UDF Fact Table

Create the structures required to simplify report creation where UDF values are desired.

R2 – Create Read-Only Reporter Users

Reporter users created via the Manager interface are given full capabilities including ad-hoc reporting. This change would allow users to be created in Reporter with Read-Only access.

R3 – ‘Last Modified’ Date on Report List

For scheduled reports, the ‘Last Run’ date is tracked in the reporting tool. Saved reports, however, don’t display the date is run. It must be opened to view the date. To assist in finding reports, it would be helpful to have this date listed on the report list so opening the report itself is not required.

Support

S1 – End User Upload

A common request from support organizations to have core dump, configuration, and log files submitted. Upload capability could be added to end user sites to facilitate this process. The files would then be visible to the support organization via Manager.

S2 – Failed Transaction Email by Type

The option exists today to be notified via email when a transaction fails. This has received limited adoption, in part, due to the fact that it applies to all transactions regardless of transaction type. A more granular system could be established such that notification lists be defined by transaction type. For example, there could be one list for order related transactions and another for product related transactions.

S3 – Display Customer IDs on Transaction Search Results

The search result display for transactions includes time stamps and transaction types. It does not give an indication as to which record is being updated. Implementing this change would mean that Account related transactions would show the corresponding Account ID, Order related transactions would show the Order ID, etc.

S4 – View Downloads by Account

Download activity is available in Manager by Member. Similar functionality could be done by Account to assist customer support

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2010 Ballot

Administration

- A1 – Grant Basic Perms Only
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- A3 – Last Login Date on Member List
- A4 – Inactivate Multiple Members on Account
- A5 – Role Based Permissions

End User Site

- E1 – Return All Licenses on a Host
- E2 – End User License Availability Report
- E3 – User Specified # of Recent Files/Products/Emails

File Management

- F1 – Expiration Date for Akamai Files
- F2 – Automatic File Load
- F3 – Load File from Remote Location
- F4 – Load File Web Service
- F5 – Display File Deleted Date

Order Management

- O1 – Account ID on Quick Search Entitlements
- O2 – Multiple License Files per Order Line
- O3 – View Active Order Lines
- O4 – Order Line Sort Options
- O5 – Internal Use Documents
- O6 – Inactivate Orders

Product Management

- P1 – Select All Products for Update Notification
- P2 – Download Product Line Search Result
- P3 – Product Tree View

Reporter

- R1 – UDF Fact Table
- R2 – Create Read-Only Reporter Users
- R3 – 'Last Modified' Date on Report List

Support Tools

- S1 – End User Upload
- S2 – Failed Transaction Email by Type
- S3 – Customer IDs on Txn Search Results
- S4 – View Downloads by Account

Submitted by: _____