

# Legacy Systems Study FAQs

## Questions:

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- [3. Q: Do agencies need to report on DCS systems tools included in the inventory, i.e. IBM Tivoli Monitoring or BMC BladeLogic Client Automation?](#)
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## Answers:

### 1. Q: What is the preferred method to enter data into the spreadsheet?

1. A: If the data you wish to report on already exists in an electronic format, you can use this data, but you must utilize Excel's "Cut-Paste Special-Values" feature when adding the data to the template, so that the validation tables are not overwritten.

For DCS customers:

### 2. Q: Is the DCS CMDB data the same data used for DCS billing?

2. A: No, the CMDB data is not the same data used for DCS billing, and the CMDB data should be used for our survey purposes.

### 3. Q: Do agencies need to report on DCS systems tools included in the inventory, i.e. IBM Tivoli Monitoring or BMC BladeLogic Client Automation?

3. A: No. John to provide list of "utilities" DCS may use on customer servers.

**4. Q: How should we correct inaccurate information in the DCS CMDB?**

4. A: Open a Remedy ticket to have data corrected.

**5. Q: What should agencies do with CMDB artifacts that are no longer billable items?**

5. A: Artifacts that are no longer billable should be noted in the "Legacy Comments" field on "3 – Hardware" & "4 – Software" tabs. It should be noted what the future of that piece of equipment is (i.e. repurposed or end-of-life).

**6. Q: How can you verify software versioning?**

6. A: Look at your contracts for version numbers. For example, Microsoft renewals or true-up reports.

**7. Q: What if I'm not sure if something should be included?**

7. A: When in doubt, include it, or, consult with your ESS Coordinator.

**8. Q: Should I include Printers, Copiers or Scanners as part of my inventory?**

8. A: If you're going to ask for capital outlay or exceptional item in a budget request to replace or refresh, then it should be included.

**9. Q: How should I report on Business Applications supported by other agencies (USAS, USPS, TINS, SPA...etc)?**

9. A: These can be represented by a single line item in the business applications (tab 6) of the LSS Survey tool. The providing agency should be indicated in the long description of that application. Software and Hardware related to that will be reported by that other agency.

**10. Q: As it relates to reporting Software, is there a need to report the specific build/release in conjunction with the version?**

10. A: The version is necessary; however the build/release number is not needed.