Exam Code: CIS-SAM
Exam Name: Certified Implementation Specialist - Software Asset Management

Exam A

QUESTION 1
What table is populated with the content library data that is pulled from the content service?

A. samp_sw_package

B. cmdb_sw_product_model

C. sam_content_library

D. cmdb_ci_spkg

Correct Answer: D
Section:

QUESTION 2
A user is notified their software install has been flagged for reclamation. The user declines approval.
What is the next step in the workflow?

A. Nothing happens.

B. The user's manager must approve or decline the reclamation.

C. The reclamation candidate is removed from the candidate list.

D. The software is reclaimed since it was not in use.

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/concept/c_SAMOptimization.html
Explanation:

QUESTION 3
Reclamation rules can be applied to what types of software? (Choose two.)

A. Subscription software

B. End-of-life software

C. Blacklisted software

D. Installed software

E. Free-ware software

Correct Answer: A, E
Section:

QUESTION 4
Which of the following are valid Remediation Options on the License Workbench after reconciliation has been run? (Choose five.)

A. Create Entitlements

B. Remove Metric Attributes

C. Purchase Rights

D. Remove Unallocated Installs

E. Remove Unlicensed Installs

F. Create Allocations

G. Remove Allocation

Correct Answer: A, B, D, E, F
Section:

QUESTION 5
Which of the following are valid States of Remediation Options on the License Workbench after a reconciliation has been run? (Choose four.)

A. New

B. Cancelled

C. Void

D. Complete

E. Done

F. In Progress

Correct Answer: B, D, E, F
Section:

QUESTION 6
Software usage data can be imported utilizing:

A. Transform Map

B. Other Third Party Sources

C. System Center Configuration Manager (SCCM)

D. Manually

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/t_ViewSoftwareUsage.html
Explanation:

QUESTION 7
Which of the following remediation options can be performed on an individual user or device basis?
(Choose three.)

A. Remove Unallocated Installs

B. Remove Unlicensed Installs

C. Create Allocations

D. Remove Allocations

E. Purchase Rights

Correct Answer: A, B, D
Section:

QUESTION 8
How are the Software Asset Management Professional Plugins activated?

A. They are requested from and activated by an admin user
B. They are activated by the sam_developer user
C. They are activated by the sam_admin user
D. They are requested from and activated by ServiceNow support
E. They are activated by default in the base ServiceNow system

Correct Answer: A
Section:

QUESTION 9
Mechanism for mapping data from the import set table to the permanent table in ServiceNow is called:

A. Mapping Assist
B. Transform Map
C. Reconciliation Map
D. Discovery Map

Correct Answer: B
Section:
Explanation:
Reference: https://community.servicenow.com/community? id=community_Question:&sys_id=e785875ddb911f0858dcf4621f9619d7
Explanation:

QUESTION 10
What is the definition of Partially Normalized?

A. A discovery model normalized based on publisher field alone.
B. The software discovery model has not yet completed its run through the normalization process.
C. A discovery model was normalized based on publisher and product fields only.
D. A discovery model was normalized based on publisher, product, version fields.

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/concept/c_SAMDiscovery.html
Explanation:

QUESTION 11
Creation of a template can help facilitate future data imports and be reused to import and transform data.

A. True

B. False

Correct Answer: B
Section:

QUESTION 12
Additional Software Model Lifecycles phases can be added as .

A. Options

B. Items

C. Choices

D. Selections

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software- asset-management2/task/t_AddASoftwareModel.html
Explanation:

QUESTION 13
When creating custom products: (Choose the best answer.)

A. Custom products should not be tracked in ServiceNow.

B. Custom products should not be created for anything included in the content library.

C. Custom products are automatically created in the content library.

D. Custom products should be created for anything included in the content library.

Correct Answer: D
Section:

QUESTION 14
Client access is the right to use for a specific amount of time.

A. True

B. False

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/t_AddAClientAccessRec.html
Explanation:

QUESTION 15
Coalesce can only use a single field to uniquely identify a record.

A. True

B. False

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/t_AddAClientAccessRec.html
Explanation:

QUESTION 16
In which stage of the ServiceNow Implementation Methodology (SIM) is the purpose to define processes and requirements for engagement and finalize delivery plan and user stories?

A. Transition

B. Close

C. Create

D. Prepare

E. Initiate

F. All of the above

Correct Answer: D
Section:
Explanation:
Reference: https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doctype/data-sheet/ds- sim.pdf
Explanation:

QUESTION 17
A(n)_____ is required for a user or device to consume software rights.

A. License

B. Allocation

C. Entitlement

D. Workflow

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/track-software-rights.html
Explanation:

QUESTION 18
HOTSPOT
Define the three catalogs that support the request and procurement process.

Hot Area:

Product Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Service Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Vendor Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Answer Area:

Product Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Service Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Vendor Catalog ▼

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Section:
Explanation:
Explanation:

QUESTION 19
What is used to determine if installations are a part of a suite only when the suite parent is not discovered on a device?

A. inference percent
B. product results
C. software model
D. model bundles

Correct Answer: A
Section:

QUESTION 20

If a customer does not like the way reconciliation runs or calculates compliance, it is okay to modify the scripts includes, business rules and other logic to accommodate the business requirement.

A. True

B. False

Correct Answer: B
Section:

QUESTION 21

Any product that accurately discovers software installations on computers in an environment can be used as the source for a Software Installation data.

A. True

B. False

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/ concept/c_DiscoSWAssetMgmtTableSchema.html
Explanation:

QUESTION 22

Publisher information such as general availability and end of life dates will be provided as part of what feature within ServiceNow?

A. Reconciliation dimensions

B. License change projection

C. Software lifecycle content

D. Normalization suggestions

Correct Answer: E
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/concept/c_SAMContentService.html
Explanation:

QUESTION 23

What is the name of the Scheduled job that runs daily for normalization?

A. Create a Software Normalization

B. Software Installation Normalization

C. Software Model Cleanup

D. Discovery Model Normalization

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/concept/c_SAMDiscovery.html
Explanation:

QUESTION 24
Which statements are true in regards to ServiceNow's Client Software Distribution (CSD) functionality? (Choose two.)

A. Removes software daily utilizing a scheduled job.

B. ServiceNow does not have Client Software Distribution.

C. The first stage in the CSD process flow is configuration.

D. CSD can automatically distribute and reclaim software without a license for Orchestration.

Correct Answer: C, D
Section:

QUESTION 25
By default, which ServiceNow role can view reconciliation results?

A. sam_reconcile_user

B. sam_user

C. sam_viewer

D. sam_cmdb_user

Correct Answer: B
Section:
Explanation:
Explanation:
When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results.
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- assetmanagement2/concept/c_SAMReconciliation.html#d19217e223
Explanation:

QUESTION 26
The process of determining compliance by comparing software rights owned with normalized software installations discovered is .

A. Discovery

B. Allocation

C. Normalization

D. Reconciliation

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/concept/c_SAMLicensing.html
Explanation:

QUESTION 27
In addition to creating a new purchase order for software licenses, additional remediation options are available in Software Model results to:

A. Update license metrics

B. Create allocations

C. Remove unlicensed installations

D. Remove software products

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- assetmanagement2/concept/c_SAMReconciliation.html#d19217e223
Explanation:

QUESTION 28
The definition for in the Reconciliation Product result is: "Estimated cost of remediating noncompliance based on the least number of rights needed."

A. Reconciliation cost

B. True-up cost

C. True-down cost

D. Over-licensed cost

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/t_ViewSWModelResults.html
Explanation:

QUESTION 29
HOTSPOT
Match the type of result levels with the corresponding definition.

Hot Area:

Only created when an entitlement exists for the product.

Product Result
License Metric Result
Software Model Result

Utilized to determine compliance options
because the information includes rights owned and rights used.

Product Result
License Metric Result
Software Model Result

Generated for licensable products after reconciliation.

Product Result
License Metric Result
Software Model Result

Answer Area:

Only created when an entitlement exists for the product.

| Product Result |
| License Metric Result |
| **Software Model Result** |

Utilized to determine compliance options because the information includes rights owned and rights used.

| Product Result |
| **License Metric Result** |
| Software Model Result |

Generated for licensable products after reconciliation.

| **Product Result** |
| License Metric Result |
| Software Model Result |

Section:
Explanation:
Reference:
https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/softwareasset-management2/concept/c_SAMReconciliation.html
Explanation:

QUESTION 30
When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

A. True

B. False

Correct Answer: B
Section:
Explanation:
Explanation:
When reconciliation is run, a list of reconciliation results is created that shows the compliance status of software products with respect to discovery and entitlements. Users with the sam_user role can view reconciliation results.
Reference: https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/software-assetmanagement2/concept/c_SAMReconciliationSAMF.html
Explanation:

QUESTION 31
In order to write to the reconciliation results, a user would need the following role in ServiceNow: sam_reconcile_user

A. True

B. False

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/reference/r_SAMRoles.html
Explanation:

QUESTION 32
Select the field attribute that indicates whether this product result is from the most recent reconciliation run.

A. Current

B. Last

C. Active

D. Latest

Correct Answer: D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/software-asset- management2/task/t_ViewSWModelResultsSAMF.html
Explanation:

QUESTION 33
Which of the following SAM roles has permission to grant a user the script writing capability?

A. discover_admin

B. sam_admin

C. sam_developer

D. asset

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software- asset-management2/reference/r_SAMRoles.html
Explanation:

QUESTION 34
When are discovery models created?

A. Manually created

B. Automatically created during discovery

C. When SAM Plugin is enabled

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/asset- management/concept/c_UsingSoftwareDiscoveryModels.html
Explanation:

QUESTION 35
Which discovery sources are recommended by ServiceNow to populate ServiceNow software installation table? (Choose two.)

A. Service Mapping

B. HP UCMDB

C. Microsoft SCCM

D. ServiceNow Discovery

Correct Answer: A, D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-operationsmanagement/page/product/discovery/ task/t_ChangeTheDiscoverySourceName.html

Explanation:

QUESTION 36
The Software Asset Management Content Service is automatically enabled and cannot be opted out.

A. True
B. False

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/kingston-software-asset-management/page/product/software- asset-management2/concept/c_SAMContentService.html
Explanation:

QUESTION 37
You can view IBM, Microsoft, Oracle and VMware license metrics as part of ServiceNow standard baseline configuration features.

A. True
B. False

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/concept/sam-publisher-packs.html
Explanation:

QUESTION 38
When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

A. 'Group by' or 'Stacked by'
B. 'Group by' and 'Stacked by'
C. 'Stacked by'
D. 'Group by'

Correct Answer: D
Section:

QUESTION 39
A Software Product can only have a single license metric type associated to it.

A. True
B. False

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/concept/c_SAMLicenseMetrics.html
Explanation:

QUESTION 40
In defining a Custom License Metric, in the Reconciliation Order field, the 'metric rank priority' number takes precedence.

A. Lower

B. Impact

C. Higher

D. WBS

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/add-custom-license-metric.html
Explanation:

QUESTION 41
Performance Analytics allows users to: (Choose three.)

A. Track usage of a particular software.

B. Assess publisher compliance over a period of time.

C. Configure software reclamation.

D. View trends of software license allocations.

Correct Answer: A, B, D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-performance-analytics-andreporting/page/use/ performance-analytics/concept/c_PerformanceAnalytics.html
Explanation:

QUESTION 42
Software Asset Management (SAM) Professional reports can be delivered in which formats? (Choose three.)

A. PowerPoint

B. PDF

C. CSV

D. XLS

Correct Answer: A, B, C
Section:

QUESTION 43
Which of the following elements are included in Operational Integration of a SAM practice? (Choose three.)

A. Software Retirement

B. Software License Contracts

C. Software Sourcing

D. License Change Projection

E. Software Entitlements

F. Software Allocations

G. Software Model Lifecycle

Correct Answer: E, F, G
Section:

QUESTION 44
Which of the following describes Practical Management within the capability blueprint?

A. Improve management controls and drive immediate benefits.

B. Know what you have so you can manage it.

C. Improve efficiency and effectiveness through integration with other areas, such as request, procurement, and IT Service Management.

D. Achieve best in-class.

Correct Answer: A
Section:
Explanation:
Reference: https://www.evergreensys.com/sampro-2019
Explanation:

QUESTION 45
Within the Capability Blueprint there are 4 tiers identified. Which tier is identified as Tier 1?

A. Strategic Conformance

B. Operational Integration

C. Trustworthy Data

D. Practical Management

Correct Answer: C
Section:
Explanation:
Reference: https://www.evergreensys.com/sampro-2019
Explanation:

QUESTION 46
Within Software Asset Management there are many key terms to understand, what is the best definition for Software Allocation?

A. One or more use rights assigned to a specific device or user.

B. Something acquired with use rights.

C. The process of normalizing a discovered software installation to standardized values.

D. Finding and recognizing software or a software feature on a device.

Correct Answer: C
Section:

QUESTION 47
What list can include manual creation, remediation options, and reclamation rules?

A. Software Models Results

B. Blacklisted Installations

C. Removal Candidates

D. Software Usage

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/task/t_ViewSWModelResults.html
Explanation:

QUESTION 48
Blacklisted candidates are .

A. Software installations that are not normalized

B. Unlicensed and unallocated installations

C. Software installations not allowed in the network environment

D. Software installations with low usage

Correct Answer: B
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/concept/c_SAMOptimization.html
Explanation:

QUESTION 49
Software Model Lifecycles can only be created for an external, publisher defined date.

A. True

B. False

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-businessmanagement/page/product/application- portfolio-management/concept/lifecycle-datatimeline.html
Explanation:

QUESTION 50
HOTSPOT
Match terms with the definitions related to Strategic Conformance:

Hot Area:

Software entitlement rights to utilize previous or future versions.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Ability to utilize the software for a limited amount of time.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Specific number of users or devices that can access a product.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Compliance dashboards.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Answer Area:

Software entitlement rights to utilize previous or future versions.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Ability to utilize the software for a limited amount of time.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Specific number of users or devices that can access a product.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Compliance dashboards.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software- asset-management2/task/t_AddASoftwareEntitlement.html
Explanation:

QUESTION 51
Which of the following are available publisher packs? (Choose three.)

A. NetSuite
B. Citrix
C. Oracle
D. IBM

Correct Answer: B, C, D
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/concept/sam-publisherpacks.html#d24351e266
Explanation:

QUESTION 52
Which of the following is not a core Software Asset Management function?

A. Financial Management
B. Reclamation

C. Rights Allocation

D. Inventory Management

Correct Answer: C
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-servicemanagement/page/product/asset- management/concept/c_AssetManagement.html
Explanation:

QUESTION 53
Which of the following are required to import usage data using the System Center Configuration Manager (SCCM) data? (Choose three.)

A. Reclamation Candidate

B. Software Product

C. SCCM Application

D. Software Models

E. Product Process

F. Reclamation Rule

Correct Answer: C, D, E
Section:

QUESTION 54
The license metric field is by default, displayed on which record form within ServiceNow?

A. Software Model

B. Software Allocations

C. Software Entitlement

D. Software Types

Correct Answer: A
Section:

QUESTION 55
The license metric attributes related list contains metric values set in software entitlements, and is used for reconciliation (metric group, license metric, and software model combination).

A. True

B. False

Correct Answer: A
Section:
Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software- asset-management2/concept/c_SAMLicenseMetrics.html
Explanation:

QUESTION 56
Which of the following are true of plugins? (Choose two.)

A. Plugins can be disabled or deactivated when no longer in use.

B. Plugins can be activated by default in the base ServiceNow system.

C. When a plugin is active you cannot hide its functionality.

D. Plugins are stand-alone and do not depend on other plugins being activated.

E. Plugins are software components that provide specific features and functionalities.

Correct Answer: B, E
Section:

QUESTION 57
When receiving software related to a purchase order in ServiceNow, which data point is mandatory?

A. Serial Number

B. Assigned To

C. Cost

D. License key

E. Asset Tag

Correct Answer: A
Section:

QUESTION 58
By default, which user role must verify the successful activation of plugins by ServiceNow support?

A. sam_user

B. asset_admin

C. sam_admin

D. sys_admin

Correct Answer: D
Section:

QUESTION 59
When populating software usage records automatically via Microsoft System Center Configuration Manager (SCCM), which plugins are required? (Choose two.)

A. Microsoft Publisher Pack plugin

B. Microsoft SCCM Software Usage plugin

C. Microsoft SCCM Integration plugin

D. Performance Analytics Premium for Software Asset Management plugin

E. Orchestration-Client Software Distribution plugin

Correct Answer: C, D
Section:

QUESTION 60
An allocation is automatically created in which of the following scenarios? (Choose two.)

A. After receiving the rights for software from a purchase order
B. After a Create allocation remediation option has been taken
C. After reconciliation runs and identifies that rights are 'Not allocated in use'
D. When a software installation is discovered
E. After successfully sourcing a request via an existing entitlement

Correct Answer: C, E
Section:

QUESTION 61
In the ServiceNow base platform, which roles have the ability to refresh processor definitions?

A. sam_user / sam_admin / sys_admin
B. sam_user / sys_admin
C. sam_admin / sys_admin
D. sys_admin / asset_admin

Correct Answer: A
Section:

QUESTION 62
Which of the following statements is incorrect with regards to on-premise import and export of Content Service data?

A. Clicking on the "Manage Software Library" module takes the user to an interceptor page where they can select to import or export data.
B. On-premise instances do not receive automatic Software Library updates.
C. Normalization content is eligible for the export feature.
D. By default, you are opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin.
E. You must opt-in to the SAM Content Service through the Content Service setup page.

Correct Answer: C
Section:

QUESTION 63
If a value from an import does not exist in ServiceNow and the import should not create a new record, which option should be selected?

A. Reject
B. Create
C. Delete
D. Ignore

Correct Answer: B
Section:

QUESTION 64
When loading a medium amount of data, which is the best method to use?

A. Use Discovery to find software on the network

B. Modify a workflow

C. Manually add through ServiceNow forms

D. Import data

E. Create a business rule

Correct Answer: D
Section:

QUESTION 65
What is a first key step prior to uploading your entitlement import data via the ServiceNow-provided template?

A. Ensure you have filled out every field in the template file

B. Ensure the entitlement data is listed on the first tab of the template file

C. Ensure you have downloaded and used the latest version of the template file

D. Ensure you have the sam_user role assigned to you

Correct Answer: B
Section:

QUESTION 66
When specified during an entitlement import, which of the following is matched to data in the Content Service Library and used to create a software model automatically?

A. Purchage Order (PO)

B. Software Model

C. Publisher Part Number (PPN)

D. Asset Tag

Correct Answer: C
Section:

QUESTION 67
As part of the software normalization process, software discovery models are normalized via which mechanisms? (Choose two.)

A. Fix script

B. Scheduled job

C. Business rule

D. Integration

E. Workflow

Correct Answer: B, D
Section:

QUESTION 68
How often is the scheduled job for the normalization process run?

A. Nightly

B. Weekly

C. Every time Discovery is run

D. Nightly for new discovery models and weekly for all discovery models that do not have a status of normalized or manually normalized

E. Immediately for new discovery models and nightly for all discovery models that do not have a status of normalized or manually normalized

Correct Answer: C
Section:

QUESTION 69
Which stage of the software asset lifecycle includes all of the following steps?
Discovering software in the environment
Normalizing installed software to standards
Reconciling entitlements to discovered software
Remediating detected variances

A. Sunset

B. Manage

C. Support

D. Source

E. Plan

Correct Answer: E
Section:

QUESTION 70
Which catalog provides a listing of goods offered or available by a third party?

A. Service Catalog

B. Model Catalog

C. Item Catalog

D. Vendor Catalog

E. Product Catalog

Correct Answer: D
Section:

QUESTION 71
A software model can have up to how many catalog items?

A. 1

B. 2

C. 6

D. 10

E. Unlimited

Correct Answer: A
Section:

QUESTION 72
If a user requests three items from the software catalog at the same time, how many individual requests are created?

A. None; task records are created
B. 1
C. 3
D. 1 for each publisher
E. 1 for each product type

Correct Answer: E
Section:

QUESTION 73
You have a contract that is getting ready to expire. What options do you have for handling this contract and remaining compliant? (Choose three.)

A. Reject
B. Extend
C. Cancel
D. Activate
E. Delete
F. Renew

Correct Answer: A, C, D
Section:

QUESTION 74
The baseline sam_admin role contains the additional roles of: sam_user, asset, and procurement_user, and which of the following? (Choose two.)

A. itil
B. sam_developer
C. contract_manager
D. model_manager
E. entitlement_manager

Correct Answer: C
Section:

QUESTION 75
What is the purpose of an external audit?

A. To ensure your users are not running any blacklisted software
B. To determine compliance with internally-defined vendor processes
C. To determine compliance with signed vendor agreements/contracts
D. To ensure your entitlements do not exceed your allocations
E. To determine compliance with licensing agreements regarding who, how, and when freeware software is being used

Correct Answer: C
Section:

QUESTION 76
Once a weekly software content update adds lifecycle data to your instance, can it be deleted from the software model?

A. It can be deleted or deactivated
B. Yes, it can once accepted
C. It cannot unless the lifecycle stage is EOL
D. No, it cannot

Correct Answer: D
Section:

QUESTION 77
During contract negotiations, what report could you run to gain visibility to products nearing end-of support?

A. Software Contract Lifecycle Report
B. Software Model Lifecycle Report
C. Software Licenses Report
D. Software Support Report

Correct Answer: B
Section:

QUESTION 78
Once you are ready to retire software in ServiceNow, what is the critical first step in the retirement process?

A. Manually set Allocations available on the entitlement to Zero (0)
B. Expire identified active software entitlements
C. Run the Software Model Lifecycle Report
D. Revoke all current allocations
E. Recover the identified software entitlements

Correct Answer: D
Section:

QUESTION 79
Which of the following features enables organizations to easily upgrade a standard version of their software to an enterprise version?

A. Software Entitlement
B. Software Edition
C. Software Assurance
D. Software Allocation

Correct Answer: D
Section:

QUESTION 80
What role must be granted in order to create new reports that could be viewed by other people?

A. Report Creator [Report_Creator]
B. Report Publisher [report_publisher]
C. ITIL [itil]
D. Global Report User [report_global]

Correct Answer: D
Section:

QUESTION 81
The goals of Software Asset Management include which of the following? (Choose three.)

A. Optimize spend
B. Rationalize business applications
C. Maintain compliance
D. Identify unauthorized usage
E. Support software audits

Correct Answer: A, C, D
Section:

QUESTION 82
Which ServiceNow plugin is used by Software Asset Management (SAM) Professional and configured during SAM Professional setup?

A. Vendor Procurement
B. Asset Cost Management
C. Normalization Data Services
D. Asset Management
E. ITSM Software Asset Management

Correct Answer: C
Section:

QUESTION 83
Which SAM role must be a trained ServiceNow administrator?

A. sam_admin
B. sam_developer
C. discover_admin
D. entitlement_manager
E. model_manager

Correct Answer: A
Section:

QUESTION 84
By default, which persona is responsible for loading asset management data from integrations and discovery tools into SAM Pro?

A. ServiceNow process owner
B. SAM manager
C. SAM administrator
D. ServiceNow administrator
E. SAM user

Correct Answer: C
Section:

QUESTION 85
As part of the discovery process, when records are written to the software installation table a check is performed to determine if the information already exists in the discovery model table, if a record exists, what does the system do?

A. The record is deleted and recreated to ensure the most recent discovery model is recorded.
B. Nothing, the record exists so it is ignored.
C. A new record is created for the installation in the discovery model table.
D. A reference to the discovery model record is identified and associated to the software installation record.

Correct Answer: A
Section:

QUESTION 86
Which of the following are valid on import errors (vs. after import) when using the automated entitlement import feature? (Choose three.)

A. Purchased rights should be greater than 0
B. The end date must be greater than the start date
C. Publisher Part Number and Software Model not found
D. Duplicate entry
E. Publisher Part Number already exists

Correct Answer: A, D, E
Section:

QUESTION 87
Which of the following are valid on import errors (vs. after import) when using the automated entitlement import feature? (Choose three.)

A. Purchased rights should be greater than 0
B. The end date must be greater than the start date
C. Publisher Part Number and Software Model not found
D. Duplicate entry
E. Publisher Part Number already exists

Correct Answer: A, D, E
Section:

QUESTION 88
What are the available actions associated with the Normalization Suggestions feature? (Choose two.)

A. Accept – updates the discovery model with suggested values
B. Reject – ignores the suggestion. The next time the scheduled job is executed, it will not pick the same package or rule that was rejected previously
C. Save – allows you to save the suggestion to review again later
D. Ignore – ignores the suggestion. All fields are updated to read only until the next time the job is executed with the same package or rule that was ignored previously.
E. Create – creates a discovery model with suggested values

Correct Answer: C, B
Section:

QUESTION 89
What is used to identify and normalize software installed in an environment?

A. Software Discovery Mode
B. Software Installation Model
C. Software Model
D. Software Normalization Model
E. Software Reconciliation Model

Correct Answer: B
Section:

QUESTION 90
What role(s) are required to import financial data for use in software spend detection? (Choose two.)

A. sam_spend_import
B. sam_spend_manager
C. sam_user
D. sam_admin
E. procurement_user

Correct Answer: C, E
Section:

QUESTION 91
What type of publisher lifecycle information does the Software Lifecycle report prioritize?

A. Information provided in the demo data
B. Information entered by the user
C. Information entered by the publisher
D. Information provided by the software library
E. Information provided by the publisher pack

Correct Answer: C

Section:

QUESTION 92
Maintenance entitlements can be associated with what types of entitlements (for non-Microsoft publishers)? (Choose three.)

A. Upgrade
B. Perpetual
C. Perpetual + Subscription
D. Perpetual + Maintenance
E. Subscription

Correct Answer: A, D, E
Section:

QUESTION 93
How are Microsoft Office 365 reserved licenses handled after true-up?

A. They are automatically converted into regular licenses
B. They are automatically disabled until additional licenses are purchased
C. They are automatically deleted and must be re-reserved
D. They are automatically removed from true-up calculations and billed separately

Correct Answer: C
Section: