



# 70-123<sup>Q&As</sup>

Planning, Implementing and Maintaining a Software Asset Management (SAM) Program

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### QUESTION 1

You are a Software Asset Management (SAM) consultant for Company.com. You discover that some employees installed privately duplicated software on their work computers. The customer suspects that employees do not understand the

importance of using legal software. You need to advise managers how to inform employees about the legal aspects of misusing software. Which statement or statements should you use?

(Choose all that apply.)

- A. Although software copyright infringement is illegal, offenders are rarely prosecuted.
- B. When software is purchased, the buyer acquires the property of the software.
- C. Managers and employees are legally responsible for the use of software in their companies.
- D. In most countries, software is protected by intellectual property law and by copyright law.

Correct Answer: AB

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### QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. The company network contains 1,000 desktops and 120 servers. You discover license overages and shortages. The customer plans to migrate from Microsoft Windows 2000 to Windows XP and from Microsoft Office 2000 to Office 2003 in the next six months. You need to explain to the customer why an Enterprise Agreement is the most appropriate licensing solution. Which reason should you use?

- A. An Enterprise Agreement is the best license management solution, because the customer is compliant as soon as the software is installed under this agreement.
- B. An Enterprise Agreement offers standardization and no requirement to purchase relevant licenses during the agreement period, as well as a payment plan that includes a fixed price for every desktop.
- C. An Enterprise Agreement offers a simpler purchasing model, because the customer can install unlimited copies of any Microsoft software products.
- D. Under an Enterprise Agreement, the customer needs to purchase only 95 percent of the relevant licenses.

Correct Answer: C

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### QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. The company has a Select 5 License agreement. The customer purchased Microsoft Office 2000 Professional but uses Office 97 Standard. You need to explain to

the customer why this downgrade is permitted.

Which reason should you use?



- A. The Product Use Rights (PURs) of the Select 5 License agreement and the exception installation information give customers the right to downgrade to older versions and to install components of a version in order to use an older version or product.
- B. The downgrade is permitted by a special agreement between the customer and Microsoft.
- C. The End-User License Agreements (EULAs) of Office 2000 Professional give customers the right to downgrade to previous versions and to install components of a version in order to use a minor version or product.
- D. Downgrades are permitted so that customers can always purchase new versions of Microsoft software and can downgrade to previous versions of products.

Correct Answer: C

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#### QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. You need to standardize the arrangements for the retention of license collateral. Where should license collateral be retained?

- A. in a secure centralized repository
- B. in the same location as the device to which the licenses refer
- C. near the manager of the department in which the device is used
- D. in the same location as the invoices in the finance department

Correct Answer: A

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#### QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. Employees are not aware of SAM policies and procedures. You need to recommend a reliable method to ensure that every employee understands and complies with SAM policies and procedures. Which method or methods should you recommend? (Choose all that apply.)

- A. Report violators to the publisher of the software.
- B. Report violators to the Business Software Alliance (BSA).
- C. Request a signed agreement on SAM policies and procedures from every employee.
- D. Set up specialized SAM training for employees.

Correct Answer: AB

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