# BH0-005<sup>Q&As</sup>

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ISEB Certificate in Software Asset Management Essentials

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**QUESTION 1**

Which of the following is NOT part of determining requirements for the Business Case?

A. Functionality required of the solution

B. Determine stakeholders.

C. Potential objections to the project

D. Select implementation partners.

Correct Answer: D

**QUESTION 2**

Which of the following will the appointment of a single Software Asset Manager in an organisation facilitate?

1.Provide a single point of contact for SAM matters 2.Concentrate the responsibility for implementing software upgrades in one post 3.Decrease the incidence of unused software licenses 4.Provide an owner for SAM processes

A. 1, 3 and 4

B. 1, 2, 3 and 4

C. 1, 2 and 3

D. 2, 3 and 4.

Correct Answer: A

**QUESTION 3**

Which of the following would have a role and responsibility in SAM? 1.Contract Management

2.Release Management 3.Security Management 4.Project Management 5.Financial Management

A. All of the above

B. 1, 2 and 4

C. 3, 4 and 5

D. 1, 2 and 3

Correct Answer: A

**QUESTION 4**

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What should be clearly defined in the early stages of a SAM implementation?

1.Scope and Terms of Reference 2.Sponsorship and Ownership 3.Processes, Roles and responsibilities

A. All of them

B. Only 1

C. 2 and 3

D. 1 and 2.

Correct Answer: A

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**QUESTION 5**

Which of the following candidates, qualified to practitioner level (ISEB), would you consider most qualified to take on the role of Software Asset Manager?

A. Service Desk Manager

B. Service Level Manager

C. Configuration Manager

D. Problem Manager.

Correct Answer: C

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