

CIS-SAM^{Q&As}

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QUESTION 1

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.	

Correct Answer:

Product Catalog	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="background-color: #e0f2f1; padding: 2px;">Listing of goods an organization provides.</div><div style="padding: 2px;">Listing of goods offered or available by a third party.</div><div style="padding: 2px;">Collection of models in the environment.</div></div>
Service Catalog	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="padding: 2px;">Listing of goods an organization provides.</div><div style="padding: 2px;">Listing of goods offered or available by a third party.</div><div style="background-color: #e0f2f1; padding: 2px;">Collection of models in the environment.</div></div>
Vendor Catalog	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="padding: 2px;">Listing of goods an organization provides.</div><div style="background-color: #e0f2f1; padding: 2px;">Listing of goods offered or available by a third party.</div><div style="padding: 2px;">Collection of models in the environment.</div></div>

QUESTION 2

HOTSPOT

Match the type of result levels with the corresponding definition.

Hot Area:

Only created when an entitlement exists for the product.	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="padding: 2px;">Product Result</div><div style="padding: 2px;">License Metric Result</div><div style="padding: 2px;">Software Model Result</div></div>
Utilized to determine compliance options because the information includes rights owned and rights used.	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="padding: 2px;">Product Result</div><div style="padding: 2px;">License Metric Result</div><div style="padding: 2px;">Software Model Result</div></div>
Generated for licensable products after reconciliation.	<div style="border: 1px solid black; padding: 5px;"><div style="text-align: right; border-bottom: 1px solid black;">▼</div><div style="padding: 2px;">Product Result</div><div style="padding: 2px;">License Metric Result</div><div style="padding: 2px;">Software Model Result</div></div>

Correct Answer:

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

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

QUESTION 3

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

QUESTION 4

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

Reference: https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/asset-management/concept/c_ManagingAssets.html

QUESTION 5

When reconciliation is run, what information does the license metric results display?

- A. Results for all models and installations associated to the product
- B. Results for all products and installations associated to the publisher
- C. Results for each license metric associated to the software model
- D. Results for all license metrics related to the software model

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html

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