

# CIS-SAM<sup>Q&As</sup>

Certified Implementation Specialist - Software Asset Management

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#### **QUESTION 1**

When a Software Installation record is created, ServiceNow attempts to match the installation to a:

- A. Software Entitlement
- B. Software Model
- C. Software Discovery Model
- D. Application Model

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb\_article\_viewandsysparm\_article=KB0859817

#### **QUESTION 2**

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

#### **QUESTION 3**

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

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

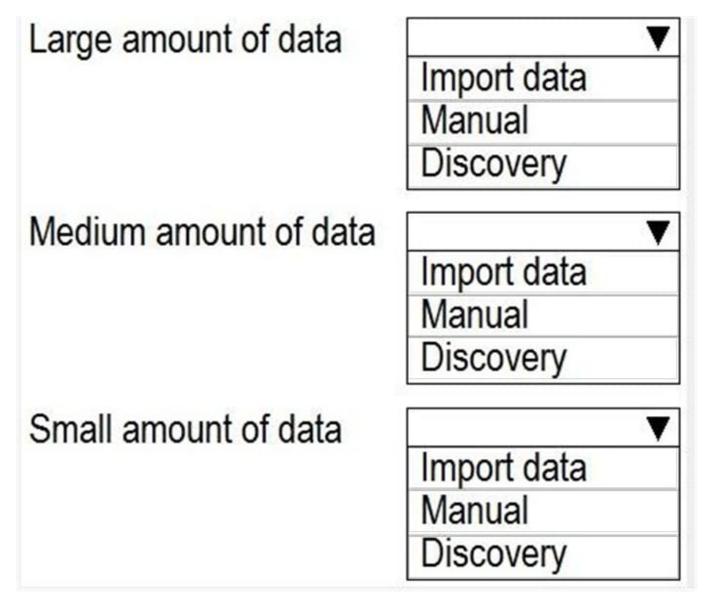
#### **QUESTION 4**

**HOTSPOT** 

Match the best practice method for the amount of data:

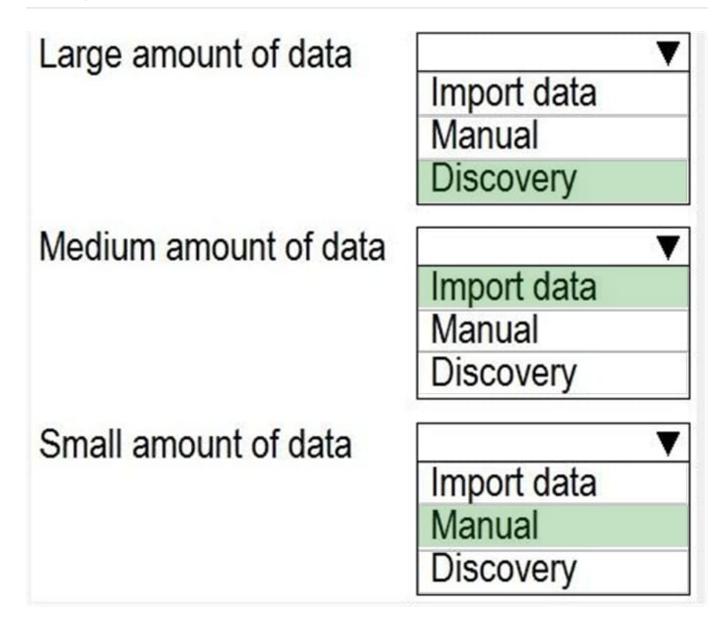


Hot Area:



Correct Answer:





#### **QUESTION 5**

When populating the Downgrade Rights table, if there is no software model corresponding to a discovery map, which of the following is automatically created?

- A. Software Discovery Model
- B. Software Model
- C. Software Downgrade Model
- D. Software Install Model

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/software-asset-



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management2/concept/downgrade-rights.html

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