

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

Certified Implementation Specialist - Software Asset Management

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**QUESTION 1**

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: CD

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**QUESTION 2**

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

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**QUESTION 3**

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

- A. True
- B. False

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html>

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**QUESTION 4**

Which of the following are NOT tabs available on the License Workbench? (Choose three.)

- A. Publisher License Metrics
- B. All Publishers

C. Publishers Out of Compliance

D. Publisher Software Models

E. Publisher Compliance

F. Pinned Publishers

Correct Answer: ADE

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

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#### QUESTION 5

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

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#### QUESTION 6

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

Reference: [https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t\\_CreateAndManageSWSuiteSAMF.html](https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_CreateAndManageSWSuiteSAMF.html)

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#### QUESTION 7

ServiceNow Performance Analytics identifies a trend that use of a certain software package has reduced over time. This is a potential indicator of what?

A. Your company is under-licensed for the product.

- B. Your company needs to renegotiate your contract to get better pricing.
- C. Your company is over-licensed for the product.
- D. Your company needs to retire the unused entitlements.

Correct Answer: C

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#### QUESTION 8

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

Reference: [https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/software-asset-management2/reference/r\\_SAMRoles.html](https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html)

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#### QUESTION 9

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

- A. License change projection
- B. Software model lifecycle
- C. Publisher packs
- D. Normalization suggestions
- E. Reconciliation dimensions

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c\\_SAMContentService.html](https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c_SAMContentService.html)

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#### QUESTION 10

ServiceNow Discovery has 4 phases: Scanning; Classification; Identification; and Exploration. In which phase is the

software running on a device identified?

- A. Classification
- B. Scanning
- C. Exploration
- D. Identification

Correct Answer: A

Reference: [https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c\\_GetStartedWithDiscovery.html](https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c_GetStartedWithDiscovery.html)

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#### QUESTION 11

To run an on-demand reconciliation, which module would you navigate to?

- A. Software Asset > Discovery > Run Reconciliation
- B. Software Asset > Reconciliation > Run Reconciliation
- C. Software Asset > Discovery > License Workbench
- D. Software Asset > Reconciliation > License Workbench
- E. Software Asset > Reconciliation > Run License Position Report
- F. Software Asset > Discovery > Run License Position Report

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/concept/c\\_SAMReconciliationSAMF.html](https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/concept/c_SAMReconciliationSAMF.html)

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#### QUESTION 12

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-management2/concept/downgrade-rights.html>

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**QUESTION 13**

Which related list is NOT available from the software model on the License Workbench?

- A. Unlicensed Subscriptions
- B. Unlicensed Software Products
- C. Removal Candidates
- D. Remediation Options
- E. License Metric Results

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

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**QUESTION 14**

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

- A. True
- B. False

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c\\_SAMLicenseMetrics.html](https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c_SAMLicenseMetrics.html)

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**QUESTION 15**

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

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

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