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CIS-SAM

Certified Implementation Specialist – Software Asset Management



Exam A

QUESTION 1 Software Asset Lifecycle has _____ components.

- A. 8
- B. 6
- C. 7
- D. 5

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

What are three ways to get software asset data into ServiceNow?

- A. Clone, Background Script, Discovery
- B. Import Data, Plugin, Clone
- C. Discovery, Import Data, Manual
- D. Plugin, Background Script, Manual

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3 Which of the following data elements are key to an effective Software Asset Management practice within ServiceNow?
(Choose four.)

- A. Software allocations
- B. Software models
- C. Foundation data
- D. Software contracts
- E. Software entitlements

Correct Answer: ABCE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 HOTSPOT

Match the best practice method for the amount of data:

Hot Area:

Correct Answer:

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5 When receiving an order, which data point is mandatory?

- A. Assigned To
- B. Cost
- C. Asset Tag
- D. Serial Number

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/procurement/task/t_ReceiveAnAsset.html

QUESTION 6 Which of the following license metrics require allocations in order to maintain compliance?
(Choose two.)

- A. Per Core
- B. Per User
- C. Per Named Device
- D. Per Named User
- E. Per Core (with CAL)
- F. Per Application Instance
- G. Named User Plus

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 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

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c_GetStartedWithDiscovery.html

QUESTION 8 Which of the following are NOT features of the Publisher workbench navigation tree?
(Choose two.)

- A. Expand and collapse tree links
- B. List of all publishers



- C. Software model compliance icons
- D. Filter products
- E. Compliance toggle switch
- F. List of all publishers out of compliance

Correct Answer: BF

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 9 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

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 10 Mechanism for mapping data from the import set table to the permanent table in ServiceNow is called:

- A. Mapping Assist
- B. Transform Map
- C. Reconciliation Map
- D. Discovery Map

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=e785875ddb911f0858dcf4621f9619d7

QUESTION 11 What is the definition of Partially Normalized?

- A. A discovery model normalized based on publisher field alone.
- B. The software discovery model has not yet completed its run through the normalization process.
- C. A discovery model was normalized based on publisher and product fields only.
- D. A discovery model was normalized based on publisher, product, version fields.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 12 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 Additional Software Model Lifecycles phases can be added as

_____.

- A. Options
- B. Items
- C. Choices
- D. Selections

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software-asset-management2/task/t_AddASoftwareModel.html

QUESTION 14 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15 Client access is the right to use for a specific amount of time.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_AddAClientAccessRec.html **QUESTION 16** Coalesce can only use a single field to uniquely identify a record.

- A. True

B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 17

In which stage of the ServiceNow Implementation Methodology (SIM) is the purpose to define processes and requirements for engagement and finalize delivery plan and user stories?

- A. Transition
- B. Close
- C. Create
- D. Prepare
- E. Initiate
- F. All of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/ds-sim.pdf>

QUESTION 18 A(n) _____ is required for a user or device to consume software rights.

- A. License
- B. Allocation
- C. Entitlement
- D. Workflow



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/track-software-rights.html>

QUESTION 19

HOTSPOT

Define the three catalogs that support the request and procurement process.

Hot Area:

Correct Answer:

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_CreateAndManageSWSuiteSAMF.html

QUESTION 21 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Any product that accurately discovers software installations on computers in an environment can be used as the source for a Software Installation data.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c_DiscoSWAssetMgmtTableSchema.html

QUESTION 23

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

- A. Publisher packs
- B. Automated software entitlement import
- C. Reconciliation dimensions
- D. License change projection
- E. Software lifecycle content
- F. Normalization suggestions

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 24 What is the name of the Scheduled job that runs daily for normalization?

- A. Create a Software Normalization



- B. Software Installation Normalization
- C. Software Model Cleanup
- D. Discovery Model Normalization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 25

Which statements are true in regards to ServiceNow's Client Software Distribution (CSD) functionality? (Choose two.)

- A. Removes software daily utilizing a scheduled job.
- B. ServiceNow does not have Client Software Distribution.
- C. The first stage in the CSD process flow is configuration.
- D. CSD can automatically distribute and reclaim software without a license for Orchestration.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 By default, which ServiceNow role can view reconciliation results?

- A. sam_reconcile_user
- B. sam_user
- C. sam_viewer
- D. sam_cmdb_user



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results.

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

QUESTION 27

The process of determining compliance by comparing software rights owned with normalized software installations discovered is _____ .

- A. Discovery
- B. Allocation
- C. Normalization
- D. Reconciliation

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 28

In addition to creating a new purchase order for software licenses, additional remediation options are available in Software Model results to:

- A. Update license metrics
- B. Create allocations
- C. Remove unlicensed installations
- D. Remove software products

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

QUESTION 29

The definition for _____ in the Reconciliation Product result is: "Estimated cost of remediating non-compliance based on the least number of rights needed."

- A. Reconciliation cost
- B. True-up cost
- C. True-down cost
- D. Over-licensed cost

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 30

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 |

Section: (none)
Explanation

Explanation/Reference:

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

QUESTION 31

When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

When reconciliation is run, a list of reconciliation results is created that shows the compliance status of software products with respect to discovery and entitlements. Users with the sam_user role can view reconciliation results.

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

QUESTION 32

In order to write to the reconciliation results, a user would need the following role in ServiceNow: sam_reconcile_user

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html

QUESTION 33

Select the field attribute that indicates whether this product result is from the most recent reconciliation run.

- A. Current
- B. Last
- C. Active
- D. Latest

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_ViewSWModelResultsSAMF.html

QUESTION 34 Which of the following SAM roles has permission to grant a user the script writing capability?

- A. discover_admin
- B. sam_admin
- C. sam_developer
- D. asset

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html

QUESTION 35

When are discovery models created?

- A. Manually created
- B. Automatically created during discovery
- C. When SAM Plugin is enabled

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/asset-management/concept/c_UsingSoftwareDiscoveryModels.html

QUESTION 36 Which discovery sources are recommended by ServiceNow to populate ServiceNow software installation table?
(Choose two.)

- A. Service Mapping
- B. HP UCMDB
- C. Microsoft SCCM
- D. ServiceNow Discovery

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/task/t_ChangeTheDiscoverySourceName.html

QUESTION 37 The Software Asset Management Content Service is automatically enabled and cannot be opted out.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 38 You can view IBM, Microsoft, Oracle and VMware license metrics as part of ServiceNow standard baseline configuration features.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 39

When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

- A. 'Group by' or 'Stacked by'
- B. 'Group by' and 'Stacked by'
- C. 'Stacked by'
- D. 'Group by'

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40 A Software Product can only have a single license metric type associated to it.

- A. True
- B. False

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 41

In defining a Custom License Metric, in the Reconciliation Order field, the _____ 'metric rank priority' number takes precedence.

- A. Lower
- B. Impact
- C. Higher
- D. WBS



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/add-custom-license-metric.html>

QUESTION 42 Performance Analytics allows users to:
(Choose three.)

- A. Track usage of a particular software.
- B. Assess publisher compliance over a period of time.
- C. Configure software reclamation.
- D. View trends of software license allocations.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-performance-analytics-and-reporting/page/use/performance-analytics/concept/c_PerformanceAnalytics.html

QUESTION 43 Software Asset Management (SAM) Professional reports can be delivered in which formats?
(Choose three.)

- A. PowerPoint
- B. PDF
- C. CSV
- D. XLS

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44 Which of the following elements are included in Operational Integration of a SAM practice?
(Choose three.)

- A. Software Retirement
- B. Software License Contracts
- C. Software Sourcing
- D. License Change Projection
- E. Software Entitlements
- F. Software Allocations
- G. Software Model Lifecycle

Correct Answer: EFG

Section: (none)

Explanation

Explanation/Reference:



QUESTION 45 Which of the following describes Practical Management within the capability blueprint?

- A. Improve management controls and drive immediate benefits.
- B. Know what you have so you can manage it.
- C. Improve efficiency and effectiveness through integration with other areas, such as request, procurement, and IT Service Management.
- D. Achieve best in-class.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.evergreensys.com/sampro-2019>

QUESTION 46 Within the Capability Blueprint there are 4 tiers identified. Which tier is identified as Tier 1?

- A. Strategic Conformance
- B. Operational Integration
- C. Trustworthy Data
- D. Practical Management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.evergreensys.com/sampro-2019>

QUESTION 47 Within Software Asset Management there are many key terms to understand, what is the best definition for Software Allocation?

- A. One or more use rights assigned to a specific device or user.
- B. Something acquired with use rights.
- C. The process of normalizing a discovered software installation to standardized values.
- D. Finding and recognizing software or a software feature on a device.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 What list can include manual creation, remediation options, and reclamation rules?

- A. Software Models Results
- B. Blacklisted Installations
- C. Removal Candidates
- D. Software Usage

Correct Answer: A

Section: (none)

Explanation

**Explanation/Reference:**

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

QUESTION 49 Blacklisted candidates are _____.

- A. Software installations that are not normalized
- B. Unlicensed and unallocated installations
- C. Software installations not allowed in the network environment
- D. Software installations with low usage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 50 Software Model Lifecycles can only be created for an external, publisher defined date.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html> **QUESTION 51** HOTSPOT

Match terms with the definitions related to Strategic Conformance:

Hot Area:

Correct Answer:

Section: (none)
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/task/t_AddASoftwareEntitlement.html

QUESTION 52 Which of the following are available publisher packs?
(Choose three.)

- A. NetSuite
- B. Citrix
- C. Oracle
- D. IBM

Correct Answer: BCD

Section: (none)
Explanation

Explanation/Reference:

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-publisher-packs.html#d24351e266>

QUESTION 53 Which of the following is not a core Software Asset Management function?

- A. Financial Management
- B. Reclamation
- C. Rights Allocation
- D. Inventory Management

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/asset-management/concept/c_AssetManagement.html

QUESTION 54

Which of the following are required to import usage data using the System Center Configuration Manager (SCCM) data? (Choose three.)

- A. Reclamation Candidate
- B. Software Product
- C. SCCM Application
- D. Software Models
- E. Product Process
- F. Reclamation Rule

Correct Answer: CDE

Section: (none)
Explanation

Explanation/Reference:

QUESTION 55 The license metric field is by default, displayed on which record form within ServiceNow?

- A. Software Model
- B. Software Allocations
- C. Software Entitlement
- D. Software Types

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 The license metric attributes related list contains metric values set in software entitlements, and is used for reconciliation (metric group, license metric, and software model combination).

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 57 What table is populated with the content library data that is pulled from the content service?

- A. samp_sw_package
- B. cmdb_sw_product_model
- C. sam_content_library
- D. cmdb_ci_spkg

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 A user is notified their software install has been flagged for reclamation. The user declines approval.

What is the next step in the workflow?

- A. Nothing happens.
- B. The user's manager must approve or decline the reclamation.
- C. The reclamation candidate is removed from the candidate list.
- D. The software is reclaimed since it was not in use.

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:**

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

QUESTION 59 Software usage data can be imported utilizing:

- A. Transform Map
- B. Other Third Party Sources
- C. System Center Configuration Manager (SCCM)
- D. Manually

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

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

QUESTION 60 Which of the following remediation options can be performed on an individual user or device basis?
(Choose three.)

- A. Remove Unallocated Installs
- B. Remove Unlicensed Installs
- C. Create Allocations
- D. Remove Allocations
- E. Purchase Rights

Correct Answer: ABD

Section: (none)

Explanation**Explanation/Reference:**