



# 70-123<sup>Q&As</sup>

Planning, Implementing and Maintaining a Software Asset Management (SAM) Program

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### QUESTION 1

You are a Software Asset Management (SAM) consultant for Company.com. Several employees left the company and retained copies of licensed software on their portable computers. You need to ensure that employees remove the software from their home computers or portable computers when they leave the company. Which method should you use?

- A. Accompany the employee to his or her home to retrieve the company property. Wait outside until he or she gives you the media, packaging, manuals, and other documentation.
- B. Offer to go the employees home to retrieve the software. If the employee refuses, go unannounced, and insist on retrieving the software.
- C. After 10 days, send the former employee a certified letter that explains that software that he or she took home must be returned to avoid legal action.
- D. Include in every exit interview an agreement that states that the employee must return all company property, including software that was loaned for home use.

Correct Answer: C

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### QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a full SAM review and program, which includes the creation of a software inventory for more than 1,000 desktops and servers. The scan tool has collected software data from all desktops and servers. You need to produce a management report about the software inventory. Which method should you use?

- A. Produce a detailed report of the employees who have violated acceptable use policies.
- B. Report all operating systems for every desktop and server to see if there are dual-boot systems.
- C. Produce reports by exception.
- D. Print a list of every installed software copy on every desktop and server. Group the list by publisher and by product name or workstation.

Correct Answer: D

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### QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. The company purchased software licenses through a variety of channels and from a number of vendors since its inception. Because the company does not use a common method for software procurement, the most cost-effective source is not always used. Some departments of the company resist using a common method for procurement. You need to recommend a more cost-effective method for software procurement. Which method should you recommend?

- A. Purchase volume licensing agreements.
- B. Purchase software by using an online auction.



- C. Purchase white box/Original Equipment Manufacturer (OEM) software from the Internet.
- D. Purchase software when hardware is purchased.

Correct Answer: D

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#### QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All computers and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all licenses and agreements that could be found. You need to create a license inventory. What should you do first?

- A. Count old Certificates of Authenticity (COAs), because COAs are the only evidence of a license.
- B. Find out how much of the license collateral provides adequate proof of license.
- C. Count all registration cards and organize them by software title.
- D. Create the complete software inventory, and then see which licenses are missing.

Correct Answer: D

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#### QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. During an audit of software license compliance, an employee reports that he has information that he wants to give you. However, he wants to be assured of confidentiality. You need to advise the employee how to proceed. What should you do?

- A. Refer the employee to his union representative.
- B. Refer the employee to senior management.
- C. Refer the employee to legal counsel.
- D. Refer the employee to the company's whistle-blower hotline or to the policy that explains whistle-blower protection.

Correct Answer: A

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