70-123^{Q&As}

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

QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. You are comparing the number of installations of software titles on computers to the number of installations that are allowed by the license agreement. You review the relevant portion of the license agreement as shown in the exhibit.

You need to identify which versions of software the company can run. Which versions should you identify?

A. The company can run only the latest version of the server software.

B. The company can run any software versions that are specified in the Core User Client Access License (CAL) on any computer.

C. The company has perpetual licenses for the latest version or for any previous version that is specified in the Core User Client Access License (CAL).

D. The company can run any version of any of the publishers products on any computer.

Correct Answer: B

QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting software and license inventories. You discover that the customer uses three or more different versions of an application. However, she has licenses for only the latest version. You need to create a management report that recommends an appropriate way to resolve this problem. What should you recommend?

A. standardization on the version that is preferred by most employees

B. standardization on the most commonly used version

C. standardization on the most recent version

D. compliance with budgetary goals

Correct Answer: A

QUESTION 4

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 companys whistle-blower hotline or to the policy that explains whistle-blower protection.

Correct Answer: A

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The company is divided into five subsidiaries. Each subsidiary purchases software separately. The purchasing process is not well organized. All subsidiaries purchase software on demand. You need to review and centralize the customers software purchasing process. Which action or actions should you perform? (Choose all that apply.)

A. Obtain an overview of the purchasing behavior of all subsidiaries.

B. Analyze how demand is assessed.

C. Revisit the purchasing process regularly.

D. Identify the dependencies of the purchasing process.

Correct Answer: ABCD

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