



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. The company purchases used software. The chief information officer (CIO) suspects that the company has purchased illegal software. You need to advise the CIO about how to identify illegal software. Which statement or statements should you use? (Choose all that apply.)

- A. The sale of used software is always illegal.
- B. The sale of copied software CD-ROMs is illegal.
- C. The sale of single parts of bundled products, such as manuals, Certificates of Authenticity (COAs), End-User License Agreements (EULAs), or data, is illegal.
- D. The sale of compilation CD-ROMs that contain software is legal.
- E. Pirated software often looks similar to genuine software, and prices are suspiciously low.

Correct Answer: BCD

QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. Before you select a SAM tool, you must evaluate the existing or available tools at the customers location. You need to select a SAM tool to support the SAM process and to provide complete and correct information and results. Which feature should the SAM tool provide?

- A. the ability to automatically remove license-violating software
- B. the ability to provide a report that shows license gaps for each software edition and version
- C. the ability to meter software usage
- D. the ability to create a license history for automated updates and downgrades

Correct Answer: D

QUESTION 3

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

QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. An audit reveals that more software is installed than the licenses and proofs of purchase authorize. You need to recommend a reliable method of organizing licenses and other documentation. Which method should you recommend?

- A. Maintain a locked closet or room where original packaging, manuals, and media are archived.
- B. Designate an area in each department, and assign an employee the responsibility for maintaining the area. Allow free and open access to the area.
- C. Store license agreements and media in a controlled access area. Include a system of summarizing the contents for easy reference and retrieval. Also include notations about special provisions.
- D. Require employees to keep manuals, original media, and other documentation locked in a secure location. Do not allow anyone else to use the documentation.

Correct Answer: B

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The company has a Select 5 License agreement. The customer purchased Microsoft Office 2000 Professional but uses Office 97 Standard. You need to explain to

the customer why this downgrade is permitted.

Which reason should you use?

- A. The Product Use Rights (PURs) of the Select 5 License agreement and the exception installation information give customers the right to downgrade to older versions and to install components of a version in order to use an older version or product.
- B. The downgrade is permitted by a special agreement between the customer and Microsoft.
- C. The End-User License Agreements (EULAs) of Office 2000 Professional give customers the right to downgrade to previous versions and to install components of a version in order to use a minor version or product.
- D. Downgrades are permitted so that customers can always purchase new versions of Microsoft software and can downgrade to previous versions of products.

Correct Answer: C



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