



TS: Designing, Assessing, and Optimizing Software Asset Management (SAM)

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QUESTION 1

Your customer has one main office in Boston and three branch offices in London, New York, and Paris. All purchasing, software deployment, and inventory is centralized in the New York office. Microsoft Office is installed in only the Paris

office. The main data center is in the London office. You plan to perform a SAM program assessment of Office for the customer. You need to visit one of the offices to collect data for the assessment.

Which office should you visit?

A. Boston

B. London

C. New York

D. Paris

Correct Answer: C

QUESTION 2

You plan to manage a deployment process for a customer. You need to implement a change management system in the customer\\'s server environment. What should you do?

A. Identify all server hardware purchases.

- B. Identify all approved hardware vendors.
- C. Monitor costs saved by reusing software.
- D. Monitor install, move, add, change (IMAC) activities.

Correct Answer: D

QUESTION 3

You plan to perform a SAM optimization assessment for a customer. You need to identify the phase during which roles, expectation, and responsibilities are assigned. Which phase should you identify?

- A. infrastructure analysis
- B. optimization and planning
- C. SAM discussions
- D. workshop preparation

Correct Answer: D



QUESTION 4

You are validating inventory accuracy for a customer. You gather the following data about the installation of Microsoft Office:

?Il licenses are for Office Professional Edition.

?any computers report multiple installations of Office. ?he customer purchased all Office licenses through volume licensing.

You plan to generate an inventory detail report.

You need to include the appropriate number of Office installations in the report.

Which number should you include?

- A. All reported installations of Office.
- B. One installation of Office per computer.
- C. The number of authorized installations of Office.
- D. The number of installations of Office currently in use.

Correct Answer: B

QUESTION 5

Rate your level of proficiency with audit procedures (i.e. ITIL SAM-related standards, ISO/IEC 19770 standards).

- A. Very High
- B. High
- C. Moderate
- D. Low
- E. Very Low
- Correct Answer: A

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