



70-713^{Q&As}

Software Asset Management (SAM) - Core

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QUESTION 1

Note: This question is part of a series of questions that use the same or similar answer choices. An answer choice may be correct for more than one question in the series. Each question is independent of the other questions in this series. Information and details provided in a question apply only to that question.

You represent a SAM partner organization.

A client must consolidate their IT departments into a single business unit. The client was previously assessed in the key competencies and assigned a Microsoft SAM Optimization Model (SOM) level. The client purchases software as needed

for each project.

You need to ensure the client progresses to the next SOM level. What should the client do?

- A. Purchase software only from approved vendors.
- B. Publish software deployment reports to stakeholders.
- C. Use information provided by a software publisher.
- D. Use software metadata generated by the client.
- E. Deploy only approved software.
- F. Formulate a retirement process.
- G. Create an inventory of deployed assets.
- H. Maintain updated records of deployed assets.

Correct Answer: G

Optimization models provide companies with a methodology for understanding their IT capabilities. They provide an actionable roadmap to help organizations transition from one Optimization level to the next.

Using the IO stages of Basic, Standardized, Rationalized, and Dynamic, your SAM partner can conduct a SAM Optimization assessment based on 10 key SAM competencies. The end goal of the assessment is to evaluate the SAM Optimization level of your organization based on a set of established and objective criteria. Once your organization knows its optimization level, it can work to advance from one optimization level to another, based on guidance from your SAM partner.



References: http://download.microsoft.com/download/3/5/4/354b34f9-320c-42f1-b56d-ce4282ddb796/sam_optimization_brochure_direct-to-customer_us.pdf

QUESTION 2

Your customer's Acquisition Process key competency has a Basic maturity level. You need to recommend a process to improve the Acquisition Process maturity level. Which process should you recommend?

- A. Collect entitlement records throughout the organization.
- B. Require an annual sign-off on all SAM reports.
- C. Reuse licenses as computers are retired.
- D. Require that software purchases be made from approved vendors.

Correct Answer: D

QUESTION 3

You manage the hardware and software retirement process for a customer.

The customer plans to donate several computers to a charitable organization. The computers have Windows 8



purchased as a fully-packaged product (FPP) from a local retailer. The computers also have Microsoft Office 2013 licenses that

were purchased under a volume license agreement.

You have the following requirements:

Maximize license reuse.

Ensure that license agreements are not violated.

You need to recommend a course of action for reusing Windows and Office licensing.

Which two actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Donate the Office licenses with the computers.
- B. Reallocate all of the Office licenses within your organization.
- C. Donate the Windows licenses with the computers.
- D. Reallocate all of the Windows licenses within your organization.

Correct Answer: BD

QUESTION 4

An organization implements SAM. You review the operations management portion of the organization's SAM adoption.

The organization has policies and tools to manage their hardware and software licenses. The organization can manually generate reports as needed to collect the required information about all hardware and software licenses.

You need to identify the organization's current Microsoft Software Optimization Model (SOM) level or ISO 19770 tier.

At which level or tier is the organization?

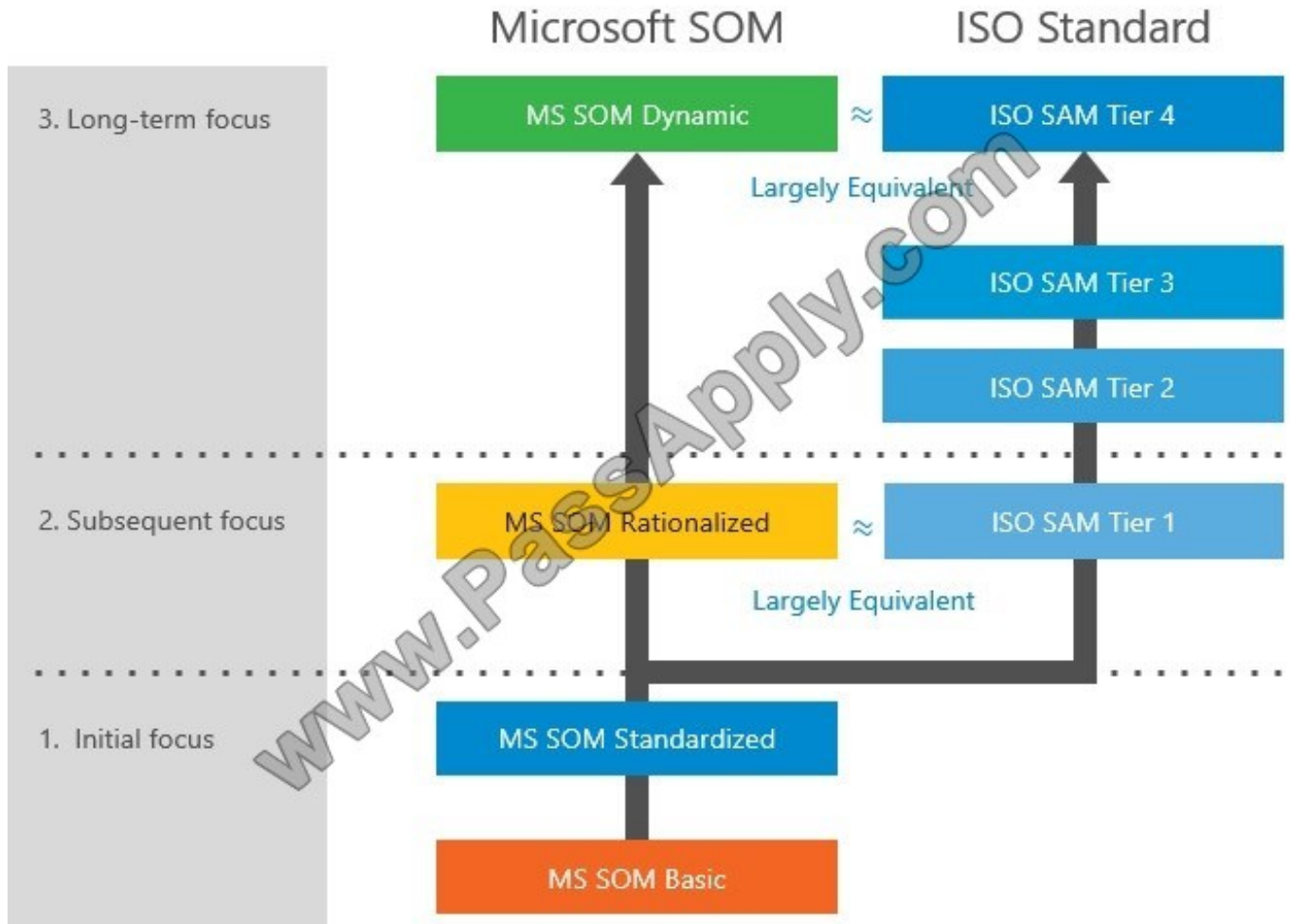
- A. Microsoft Rationalized
- B. Microsoft Basic
- C. ISO Tier 3
- D. Microsoft Dynamics

Correct Answer: C



Key Competency	Basic	Standardized	Rationalized	Dynamic
Operations Management Interfaces	SAM not considered part of M&A risk plan and company integration.	Operations manages separate asset inventories.	Operations manages associated asset inventory.	All business units follow the same strategy, process, & technology for SAM.

Note:



ISO tiers: Tier 1: Trustworthy Data Tier 2: Practical Management Tier 3: Operational Integration Tier 4: Full ISO/IEC ITAM Conformance

References: <http://www.siwel.com/blog/soiec-standard-and-its-latest-revision>

http://download.microsoft.com/download/3/5/4/354b34f9-320c-42f1-b56d-ce4282ddb796/sam_optimization_brochure_direct-to-customer_us.pdf

QUESTION 5

The question requires that you evaluate the underlined text to determine if it is correct.



An organization wants to achieve Tier 4 of the ISO 19770-1 specification. The organization's corporate board of directors plans to review the management objectives only when required.

The management objectives for the organization are approved by the corporate board and must be reviewed annually.

Review the underlined text. If it makes the statement correct, select "No change is needed." If the statement is incorrect, select the answer choice that makes the statement correct.

- A. No change is needed
- B. monthly
- C. quarterly
- D. every six months

Correct Answer: A

The management objectives for SAM are approved by the corporate board or equivalent body, and reviewed at least annually.

References: Proposed revision to ISO/IEC 19770 1:2006 SAM Processes, 30 November 2010, page 18
http://www.isaca.org/Knowledge-Center/Research/Documents/Tiered-SAM-Review_res_Eng_1110.pdf

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