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QUESTION 1

Which of the following should be included in the Business Case documentation?

1.Recommended Implementation Plan 2.Business requirements and expected benefits 3.Executive Summary
4.Assessed alternative solutions

- A. All
- B. 2, 3 and 4
- C. 1, 2 and 4
- D. 1, 2 and 3.

Correct Answer: A

QUESTION 2

Which three of the following IT Service Management processes would you implement first to assist SAM in meeting its objectives?

1.Configuration Management 2.Release Management 3.Availability Management 4.Capacity Management 5.Service Level Management

- A. 1, 2 and 5
- B. 1, 2 and 4
- C. 2, 3 and 4
- D. 2, 3 and 5.

Correct Answer: B

QUESTION 3

Which of the following would have a role and responsibility in SAM? 1.Contract Management

2.Release Management 3.Security Management 4.Project Management 5.Financial Management

- A. All of the above
- B. 1, 2 and 4
- C. 3, 4 and 5
- D. 1, 2 and 3

Correct Answer: A



QUESTION 4

Which of the following BEST describes the objective of the Core Asset Management processes?

- A. To maintain information about software assets throughout their lifecycle and to manage the physical assets related to software
- B. To manage all software assets and their licenses.
- C. To manage all software and hardware assets
- D. To identify and maintain information about all software assets throughout their lifecycle.

Correct Answer: A

QUESTION 5

Which of the following candidates, qualified to practitioner level (ISEB), would you consider most qualified to take on the role of Software Asset Manager?

- A. Service Desk Manager
- B. Service Level Manager
- C. Configuration Manager
- D. Problem Manager.

Correct Answer: C

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