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QUESTION 1

What is the name of the Scheduled job that runs daily for normalization?

- A. Create a Software Normalization
- B. Software Installation Normalization
- C. Software Model Cleanup
- D. Discovery Model Normalization

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c_SAMDiscovery.html

QUESTION 2

Performance Analytics allows users to: (Choose three.)

- A. Track usage of a particular software.
- B. Assess publisher compliance over a period of time.
- C. Configure software reclamation.
- D. View trends of software license allocations.

Correct Answer: ABD

Reference: https://docs.servicenow.com/bundle/orlando-performance-analytics-and-reporting/page/use/performance-analytics/concept/c_PerformanceAnalytics.html

QUESTION 3

Which of the following are NOT features of the Publisher workbench navigation tree? (Choose two.)

- A. Expand and collapse tree links
- B. List of all publishers
- C. Software model compliance icons
- D. Filter products
- E. Compliance toggle switch
- F. List of all publishers out of compliance

Correct Answer: BF



Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

QUESTION 4

HOTSPOT

Match the type of result levels with the corresponding definition.

Hot Area:

Only created when an entitlement exists for the product.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Product Result</div> <div style="border: 1px solid black; padding: 2px;">License Metric Result</div> <div style="border: 1px solid black; padding: 2px;">Software Model Result</div>
Utilized to determine compliance options because the information includes rights owned and rights used.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Product Result</div> <div style="border: 1px solid black; padding: 2px;">License Metric Result</div> <div style="border: 1px solid black; padding: 2px;">Software Model Result</div>
Generated for licensable products after reconciliation.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Product Result</div> <div style="border: 1px solid black; padding: 2px;">License Metric Result</div> <div style="border: 1px solid black; padding: 2px;">Software Model Result</div>

Correct Answer:

Only created when an entitlement exists for the product.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Product Result</div> <div style="border: 1px solid black; padding: 2px;">License Metric Result</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0ffe0;">Software Model Result</div>
Utilized to determine compliance options because the information includes rights owned and rights used.	<div style="border: 1px solid black; padding: 2px;">▼</div> <div style="border: 1px solid black; padding: 2px;">Product Result</div> <div style="border: 1px solid black; padding: 2px; background-color: #e0ffe0;">License Metric Result</div> <div style="border: 1px solid black; padding: 2px;">Software Model Result</div>
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Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html

QUESTION 5



Software license management (SLM) is a key component of the software asset lifecycle. What is its primary objective?

- A. To convert regular per user licenses into subscription licenses
- B. To track, control, and reduce software costs, including costs associated with non-compliance findings during a software audit
- C. To reserve a block of licenses for a specific group of users and/or user role(s)
- D. To accurately calculate annual true-up cost and total spend on a product
- E. To automatically install and remove software on devices using Workflow and Client Software Distribution (CSD)

Correct Answer: B

Reference: <https://www.servicenow.com/products/software-asset-management.html>

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