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QUESTION 1

When a Software Installation record is created, ServiceNow attempts to match the installation to a:

- A. Software Entitlement
- B. Software Model
- C. Software Discovery Model
- D. Application Model

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0859817

QUESTION 2

If a value from an import does not exist in ServiceNow and the import should not create a new record, which option should be selected?

- A. Reject
- B. Create
- C. Delete
- D. Ignore

Correct Answer: B

Reference:

https://community.servicenow.com/community?id=community_questionandsys_id=5343f644db87ff84f7fca851ca961975

QUESTION 3

Which discovery sources are recommended by ServiceNow to populate ServiceNow software installation table? (Choose two.)

- A. ServiceNow Service Mapping
- B. HP UCMDB
- C. Microsoft SCCM
- D. ServiceNow Discovery
- E. ServiceNow Orchestration

Correct Answer: AD



Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/task/t_ChangeTheDiscoverySourceName.html

QUESTION 4

The baseline sam_admin role contains the additional roles of: sam_user, asset, and procurement_user, and which of the following? (Choose two.)

- A. itil
- B. sam_developer
- C. contract_manager
- D. model_manager
- E. entitlement_manager

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html

QUESTION 5

ServiceNow Discovery has 4 phases: Scanning; Classification; Identification; and Exploration. In which phase is the software running on a device identified?

- A. Classification
- B. Scanning
- C. Exploration
- D. Identification

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c_GetStartedWithDiscovery.html

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