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QUESTION 1

By default, when is a product result generated for a licensable product after reconciliation?

- A. Always, even if there are no software models defined for the product
- B. Never
- C. Only when there are software entitlements defined for the product
- D. Whenever there is at least one software model defined for the product
- E. Only when related entitlements have a cost identified

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/concept/c_SAMReconciliationSAMF.html

QUESTION 2

You can view IBM, Microsoft, Oracle and VMware license metrics as part of ServiceNow standard baseline configuration features.

- A. True
- B. False

Correct Answer: B

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

QUESTION 3

When are discovery models created?

- A. They are manually created
- B. They are automatically created during discovery
- C. When SAM Plugin is enabled
- D. They are automatically created during reconciliation
- E. They are automatically created during normalization.

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/asset-management/concept/c_UsingSoftwareDiscoveryModels.html



QUESTION 4

Which of the following remediation options can be performed on an individual user or device basis? (Choose three.)

- A. Remove Unallocated Installs
- B. Remove Unlicensed Installs
- C. Create Allocations
- D. Remove Allocations
- E. Purchase Rights

Correct Answer: ABD

QUESTION 5

Which of the following elements are included in Operational Integration of a SAM practice? (Choose three.)

- A. Software Retirement
- B. Software License Contracts
- C. Software Sourcing
- D. License Change Projection
- E. Software Entitlements
- F. Software Allocations
- G. Software Model Lifecycle

Correct Answer: EFG

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