



70-123^{Q&As}

Planning, Implementing and Maintaining a Software Asset Management (SAM) Program

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**QUESTION 1**

You are a Software Asset Management (SAM) consultant for Company.com. During an audit, you discover that the company allows employees to keep a copy of the software at their desks. You review the relevant portion of the license agreement as shown in the exhibit.

Re-imaging rights. If an enrolled affiliate or any affiliate included within its enterprise has licensed products from an original equipment manufacturer (OEM), through a retail source or under any Microsoft program other than this Enterprise Subscription Agreement program, it may use copies made from the media provided under the enrolled affiliate's enrollment in place of any copies made from the media provided through that separate source so long as it complies with the following restrictions.

- (i) **The enrolled affiliate must have** obtained a separate license from the separate source for each copy being replaced.
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The use of any copies made under this subsection 10(c) is subject to the terms and use rights provided with the copies being replaced, and nothing in this subsection creates or extends any warranty or support obligation.

You need to identify the most appropriate description for when a user is permitted to copy licensed software, according to the license agreement. Which description should you identify?

- A. when the product type of the copy is the same as the original media, and no independent license exists for the original media
- B. when the affiliate company has a separate license from a separate source for each copy that is being replaced
- C. when the version of the copy is not the same as the version of the original media
- D. when the language of the copy is not the same as the language of the original media

Correct Answer: B



QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting software and license inventories. The customer did not buy client access licenses (CALs) for Microsoft Exchange Server and Microsoft Windows Server. You need to create a management report that recommends an appropriate way to prevent future licensing shortages. What should you recommend?

- A. The customer should select a scan tool that can create management reports.
- B. The customer should hire legal staff to validate license documentation.
- C. The customer should never trust resellers. Whenever possible, he should contact you as the reliable source of information.
- D. The customer should review relevant licensing information and the use of CALs when using a server.

Correct Answer: C

QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a software inventory and audit. You need to include company servers in the inventory. You need to identify which types of computer are exempt from the automatic scan, but should be included manually in the software inventory. Which types of computer should you identify?

- A. servers that are used for dedicated line-of-business applications
- B. communication servers
- C. e-mail servers, terminal servers, and file servers
- D. network servers

Correct Answer: C

QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. The company network contains 250 desktops of various ages and specifications. The company network contains 25 servers. The customer needs to implement a SAM tool to monitor the company's software and hardware. The company runs business-critical operations on the network, which has limited available bandwidth. You need to recommend a SAM monitoring method that does not affect the company's business operations. Which method of monitoring should you recommend?

- A. a scan tool that uses active interrogation and disperses the load throughout the day
- B. a scan tool that is installed on all computers and that runs on startup
- C. a login script
- D. timed scans that run at regularly scheduled intervals

Correct Answer: B



QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The company has a Select 5 License agreement. The customer purchased Microsoft Office 2000 Professional but uses Office 97 Standard. You need to explain to

the customer why this downgrade is permitted.

Which reason should you use?

- A. The Product Use Rights (PURs) of the Select 5 License agreement and the exception installation information give customers the right to downgrade to older versions and to install components of a version in order to use an older version or product.
- B. The downgrade is permitted by a special agreement between the customer and Microsoft.
- C. The End-User License Agreements (EULAs) of Office 2000 Professional give customers the right to downgrade to previous versions and to install components of a version in order to use a minor version or product.
- D. Downgrades are permitted so that customers can always purchase new versions of Microsoft software and can downgrade to previous versions of products.

Correct Answer: C

QUESTION 6

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to conduct a scan by using a deployment tool that is not designed for software inventories. You need to explain to the customer why he should purchase a separate scan tool for SAM. Which two reasons should you use? (Each correct answer presents part of the solution. Choose two.)

- A. A specialized SAM scan tool enhances the functionality of the existing deployment tool.
- B. The deployment tool does not provide information on versions, patches, and service releases.
- C. A specialized SAM scan tool reduces the need for ongoing, labor-intensive reviews.
- D. The deployment tool reports only on software from its own publisher.

Correct Answer: AB

QUESTION 7

You are a Software Asset Management (SAM) consultant for Company.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All desktops and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all licenses and agreements that could be found. You need to create a license inventory by using the most efficient method for the customers large amount of license collateral. Which two methods should you use? (Each correct answer presents part of the solution. Choose two.)



- A. Try to import as much license information as possible from the publisher or reseller databases to prevent manually entering the information into the license inventory.
- B. Enter the license information into a spreadsheet or database that is grouped by license type and agreement type.
- C. Try to import the license installation keys from the registry, and then transcript the keys into a valid license record for the installed software.
- D. Assign each license to a desktop or a server.

Correct Answer: CD

QUESTION 8

You are a Software Asset Management (SAM) consultant for Company.com. You initiate a SAM review and project for your customer. The SAM project sponsor does not have support for the project from all management levels in the company. You need to ensure that the organization is committed to using good SAM practices. You need to identify the most reasonable indicator that SAM is taken seriously in the organization. Which indicator should you identify?

- A. The installation of nonstandard software is forbidden.
- B. The software policy is signed off by a senior manager, preferably at board level.
- C. Users are allowed to configure their own desktops.
- D. There are posters in every office that warn of the penalties of software piracy.

Correct Answer: D

QUESTION 9

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a SAM review. You need to analyze the effectiveness of the company's software purchasing policies. Which method should you use?

- A. Ask employees how they purchase software, what they do with the receipts, and what they do with the license after installing the software.
- B. Follow the audit trail for purchasing software. Look for software purchases through a central purchasing department, and look for reimbursement of software that is purchased and reported on employee expense reports.
- C. Review employee expense reports. Check purchases against the installed software report that is produced by the audit software.
- D. Ask the purchasing manager how he or she tracks software purchases.

Correct Answer: B

QUESTION 10

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a full SAM review and program, which includes a review of the SAM policies and procedures. The customer agrees to the review and gives



you all the available policies and procedures. You need to ensure that the policies and procedures are correct, complete, and implemented. Which action or actions should you perform? (Choose all that apply.)

- A. Analyze the policies and procedures for purchasing, deployment, usage, and documentation for incomplete and missing elements.
- B. Find out if a site-metering and license-monitoring system is installed at the customers location.
- C. Observe employee work habits to find out how processes and procedures are implemented.
- D. Interview employees to find out how processes and procedures are implemented.

Correct Answer: ACD

QUESTION 11

You are a Software Asset Management (SAM) consultant for Company.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All computers and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all the licenses and agreements that could be found. You suspect that some licenses are counterfeit. You need to ensure that there are no counterfeit licenses. What should you do?

- A. Assume that the suspected licenses are valid, and give your customer the benefit of the doubt.
- B. Report your customer to the Business Software Alliance (BSA).
- C. Protect your customer. Ask the customer to destroy the suspected licenses, because counterfeit licenses can be dangerous to the company if they are discovered.
- D. Report the suspected licenses to the companys financial auditor.

Correct Answer: D

QUESTION 12

You are a Software Asset Management (SAM) consultant for Company.com. You are comparing the number of installations of software titles on computers to the number of installations that are allowed by the license agreement. You review the relevant portion of the license agreement as shown in the exhibit.



7. Core User CAL License Grant - what you are licensed to run. These terms supersede the corresponding license grant in the Enterprise Agreement (temporary and perpetual), solely with respect to the Core User CAL. Upon our enterprise of following enrollment, you have the following right during the term of this enrollment:

You may allow each qualified user to access server software as specified by the Core User CAL. By including affiliates in your enterprise, you sublicense Core User CALs to each of them subject to the terms of this enrollment and the Enterprise Agreement.

Notwithstanding anything to the contrary in the Enterprise Agreement, upon satisfaction of the obligations identified in section 6 (License Grant – what your enrolled affiliates are licensed to run), you will have perpetual licenses for the latest version (or any prior version) of the Core User CAL available as of the date of expiration, renewal or termination of this enrollment in a number equal to the total number of qualified users covered by this enrollment. For purposes of this provision, the Core CAL will be deemed to have with respect to each Core CAL server software product the same version number as the latest version of that software product that is made available during the term of this enrollment.

You need to identify which versions of software the company can run. Which versions should you identify?

- A. The company can run only the latest version of the server software.
- B. The company can run any software versions that are specified in the Core User Client Access License (CAL) on any computer.
- C. The company has perpetual licenses for the latest version or for any previous version that is specified in the Core User Client Access License (CAL).
- D. The company can run any version of any of the publishers products on any computer.

Correct Answer: B

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