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Certified Implementation Specialist - Software Asset Management

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QUESTION 1

Which of the following statements is incorrect with regards to on-premise import and export of Content Service data?

A. Clicking on the "Manage Software Library" module takes the user to an interceptor page where they can select to import or export data.

B. On-premise instances do not receive automatic Software Library updates.

C. Normalization content is eligible for the export feature.

D. By default, you are opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin.

E. You must opt-in to the SAM Content Service through the Content Service setup page.

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/hardware-asset-management/task/import-export-ham.html

QUESTION 2

If a user requests three items from the software catalog at the same time, how many individual requests are created?

A. None; task records are created

B. 1

C. 3

D. 1 for each publisher

E. 1 for each product type

Correct Answer: E

QUESTION 3

Software Asset Management (SAM) Professional reports can be delivered in which formats? (Choose three.)

A. PowerPoint

B. PDF

C. CSV

D. XLS

Correct Answer: ABC

QUESTION 4

Which of the following are required to import usage data using the System Center Configuration Manager (SCCM) data? (Choose three.)

A. Reclamation Candidate

B. Software Product

C. SCCM Application

D. Software Models

E. Product Process

F. Reclamation Rule

Correct Answer: CDE

QUESTION 5

A Software Product can only have a single license metric type associated to it.

A. True

B. False

Correct Answer: B

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

QUESTION 6

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 7

If your organization is currently running Discovery, but has not yet installed the SAM Professional application, what must

you do after installing SAM in order to make your discovered software installation information available to SAM?

A. Convert the records from the [cmdb_ci_spkg] table into the [cmdb_sam_sw_install] table

B. Run the "Migrate software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table

C. Run the "Discover software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table

D. Export the records from the [cmdb_ci_spkg] table into an xml spreadsheet and import them into the [cmdb_sam_sw_install] table

Correct Answer: B

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

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QUESTION 8

Once a weekly software content update adds lifecycle data to your instance, can it be deleted from the software model?

A. It can be deleted or deactivated

B. Yes, it can once accepted

C. It cannot unless the lifecycle stage is EOL

D. No, it cannot

Correct Answer: D

QUESTION 9

What is the definition of Partially Normalized?

A. A discovery model normalized based on publisher field alone.

B. The software discovery model has not yet completed its run through the normalization process.

C. A discovery model was normalized based on publisher and product fields only.

D. A discovery model was normalized based on publisher, product, version fields.

Correct Answer: C

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

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QUESTION 10

Which of the following is required to identify users and devices that have the right to use software?

A. Software License

B. Software Allocation

C. Software Model

D. Software Entitlement

E. Software Installation

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/software-asset-management2/task/track-software-rights.html

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QUESTION 11

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

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QUESTION 12

In defining a Custom License Metric, in the Reconciliation Order field, the _____ `metric rank priority\\' number takes precedence.

A. Lower

B. Impact

C. Higher

D. WBS

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/add-custom-license-metric.html

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QUESTION 13

Which stage of the software asset lifecycle includes all of the following steps?

Discovering software in the environment Normalizing installed software to standards Reconciling entitlements to discovered software Remediating detected variances

A. Sunset

B. Manage

C. Support

D. Source

E. Plan

Correct Answer: E

QUESTION 14

What role must be granted in order to create new reports that could be viewed by other people?

A. Report Creator [Report_Creator]

B. Report Publisher [report_publisher]

C. ITIL [itil]

D. Global Report User [report_global]

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

QUESTION 15

By default, the license metric field is displayed on which record form within ServiceNow?

A. Software Model

B. Software Allocations

C. Software Entitlement

D. Software Product

E. Software publisher

Correct Answer: A

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