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Question: 1

Software Asset Lifecycle has components.

- A. 8
- B. 6
- C. 7
- D. 5

Answer: A

Question: 2

What are three ways to get software asset data into ServiceNow?

- A. Clone, Background Script, Discovery
- B. Import Data, Plugin, Clone
- C. Discovery, Import Data, Manual
- D. Plugin, Background Script, Manual

Answer: C

Question: 3

Which of the following data elements are key to an effective Software Asset Management practice within ServiceNow? (Choose four.)

- A. Software allocations
- B. Software models
- C. Foundation data
- D. Software contracts
- E. Software entitlements

Answer: ABCE

Question: 4

HOTSPOT

Match the best practice method for the amount of data:

Large amount of data

	T
Import data	
Manual Discovery	
	T
Import data	
Manual Discovery	
	V
Import data Manual	
Discovery	

Medium amount of data

Small amount of data

Answer:

Large amount of data

	▼
Import data	
Manual	
Discovery	

Medium amount of data

	▼
Import data	
Manual	
Discovery	

Small amount of data

	▼
Import data	
Manual	
Discovery	

Question: 5

When receiving an order, which data point is mandatory?

- A. Assigned To
- B. Cost
- C. Asset Tag
- D. Serial Number

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/procurement/task/t_ReceiveAnAsset.html

Question: 6

Which of the following license metrics require allocations in order to maintain compliance? (Choose two.)

- A. Per Core
- B. Per User
- C. Per Named Device
- D. Per Named User
- E. Per Core (with CAL)
- F. Per Application Instance
- G. Named User Plus

Answer: BD

Question: 7

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

Answer: A

Explanation:

Explanation:

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

Question: 8

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

Answer: BF

Explanation:

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

Question: 9

Which of the following are NOT tabs available on the License Workbench? (Choose three.)

- A. Publisher License Metrics
- B. All Publishers
- C. Publishers Out of Compliance
- D. Publisher Software Models
- E. Publisher Compliance
- F. Pinned Publishers

Answer: ADE

Explanation:

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

Question: 10

Mechanism for mapping data from the import set table to the permanent table in ServiceNow is called:

- A. Mapping Assist
- B. Transform Map
- C. Reconciliation Map
- D. Discovery Map

Answer: B

Explanation:

Reference: https://community.servicenow.com/community? id=community_Question:&sys_id=e785875ddb911f0858dcf4621f9619d7

Question: 11

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.

Answer: C

Explanation:

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

Question: 12

Creation of a template can help facilitate future data imports and be reused to import and transform data.

- A. True
- B. False

Answer: B

Question: 13

Additional Software Model Lifecycles phases can be added as

- A. Options
- B. Items
- C. Choices
- D. Selections

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software-asset-management2/task/t_AddASoftwareModel.html

Question: 14

When creating custom products: (Choose the best answer.)

- A. Custom products should not be tracked in ServiceNow.
- B. Custom products should not be created for anything included in the content library.
- C. Custom products are automatically created in the content library.
- D. Custom products should be created for anything included in the content library.

Answer: D

Question: 15

Client access is the right to use for a specific amount of time.

- A. True
- B. False

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_AddAClientAccessRec.html

Question: 16

Coalesce can only use a single field to uniquely identify a record.

- A. True
- B. False

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_AddAClientAccessRec.html

Question: 17

In which stage of the ServiceNow Implementation Methodology (SIM) is the purpose to define processes and requirements for engagement and finalize delivery plan and user stories?

- A. Transition
- B. Close
- C. Create
- D. Prepare
- E. Initiate
- F. All of the above

Answer: D

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/ds-sim.pdf>

Question: 18

A(n) _____ is required for a user or device to consume software rights.

- A. License
- B. Allocation
- C. Entitlement
- D. Workflow

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset->

Question: 19

HOTSPOT

Define the three catalogs that support the request and procurement process.

Product Catalog

▼
Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Service Catalog

▼
Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Vendor Catalog

▼
Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Answer:

Explanation:

Product Catalog

▼
Listing of goods an organization provides.
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Service Catalog

▼
Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Vendor Catalog

▼
Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Question: 20

What is used to determine if installations are a part of a suite only when the suite parent is not discovered on a device?

- A. inference percent
- B. product results
- C. software model
- D. model bundles

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_CreateAndManageSWSuiteSAMF.html

Question: 21

If a customer does not like the way reconciliation runs or calculates compliance, it is okay to modify the scripts includes, business rules and other logic to accommodate the business requirement.

- A. True
- B. False

Answer: B

Question: 22

Any product that accurately discovers software installations on computers in an environment can be used as the source for a Software Installation data.

- A. True
- C. False

Answer: B

Explanation:

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

Question: 23

Publisher information such as general availability and end of life dates will be provided as part of what feature within ServiceNow?

- D. Reconciliation dimensions
- E. License change projection
- F. Software lifecycle content
- G. Normalization suggestions

Answer: E

Explanation:

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

Question: 24

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

Answer: D

Explanation:

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

Question: 25

Which statements are true in regards to ServiceNow's Client Software Distribution (CSD) functionality? (Choose two.)

- A. Removes software daily utilizing a scheduled job.
- B. ServiceNow does not have Client Software Distribution.
- C. The first stage in the CSD process flow is configuration.
- D. CSD can automatically distribute and reclaim software without a license for Orchestration.

Answer: CD

Question: 26

By default, which ServiceNow role can view reconciliation results?

- A. sam_reconcile_user
- B. sam_user
- C. sam_viewer
- D. sam_cmdb_user

Answer: B

Explanation:

Explanation: When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results.

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

asset- management2/concept/c_SAMReconciliation.html#d19217e223

Question: 27

The process of determining compliance by comparing software rights owned with normalized software installations discovered is

- A. Discovery
- B. Allocation
- C. Normalization
- D. Reconciliation

Answer: D

Explanation:

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

Question: 28

In addition to creating a new purchase order for software licenses, additional remediation options are available in Software Model results to:

- A. Update license metrics
- B. Create allocations
- C. Remove unlicensed installations
- D. Remove software products

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

Question: 29

The definition for _____ in the Reconciliation Product result is: "Estimated cost of remediating non compliance based on the least number of rights needed."

- A. Reconciliation cost
- B. True-up cost
- C. True-down cost
- D. Over-licensed cost

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html

Question: 30

HOTSPOT

Match the type of result levels with the corresponding definition.

Only created when an entitlement exists for the product.

▼
Product Result
License Metric Result
Software Model Result

Utilized to determine compliance options because the information includes rights owned and rights used.

▼
Product Result
License Metric Result
Software Model Result

Generated for licensable products after reconciliation.

▼
Product Result
License Metric Result
Software Model Result

Answer:

Explanation:

Only created when an entitlement exists for the product.

▼
Product Result
License Metric Result
Software Model Result

Utilized to determine compliance options because the information includes rights owned and rights used.

▼
Product Result
License Metric Result
Software Model Result

Generated for licensable products after reconciliation.

▼
Product Result
License Metric Result
Software Model Result

Reference:

https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html

Question: 31

When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

- A. True
- B. False

Answer: B

Explanation:

Explanation:

When reconciliation is run, a list of reconciliation results is created that shows the compliance status of software products with respect to discovery and entitlements. Users with the sam_user role can view reconciliation results.

Reference:

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

Question: 32

In order to write to the reconciliation results, a user would need the following role in ServiceNow:
sam_reconcile_user

- A. True
- B. False

Answer: B

Explanation:

Reference:

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

Question: 33

Select the field attribute that indicates whether this product result is from the most recent reconciliation run.

- A. Current
- B. Last
- C. Active
- D. Latest

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_ViewSWMModelResultsSAMF.html

Question: 34

Which of the following SAM roles has permission to grant a user the script writing capability?

- A. discover_admin
- B. sam_admin
- C. sam_developer
- D. asset

Answer: C

Explanation:

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

Question: 35

When are discovery models created?

- A. Manually created
- B. Automatically created during discovery
- C. When SAM Plugin is enabled

Answer: B

Explanation:

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

Question: 36

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

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

Answer: AD

Explanation:

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

Question: 37

The Software Asset Management Content Service is automatically enabled and cannot be opted out.

- A. True
- B. False

Answer: B

Explanation:

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

Question: 38

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

- A. True
- B. False

Answer: B

Explanation:

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

Question: 39

When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

- A. 'Group by' or 'Stacked by'
- B. 'Group by' and 'Stacked by'
- C. 'Stacked by'
- D. 'Group by'

Answer: D

Question: 40

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

- A. True
- B. False

Answer: B

Explanation:

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

Question: 41

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

Answer: A

Explanation:

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

Question: 42

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.

Answer: ABD

Explanation:

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

Question: 43

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

- A. PowerPoint
- B. PDF
- C. CSV

D. XLS

Answer: ABC

Question: 44

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

Answer: EFG

Question: 45

Which of the following describes Practical Management within the capability blueprint?

- A. Improve management controls and drive immediate benefits.
- B. Know what you have so you can manage it.
- C. Improve efficiency and effectiveness through integration with other areas, such as request, procurement, and IT Service Management.
- D. Achieve best in-class.

Answer: A

Explanation:

Reference: <https://www.evergreensys.com/sampro-2019>

Question: 46

Within the Capability Blueprint there are 4 tiers identified. Which tier is identified as Tier 1?

- A. Strategic Conformance
- B. Operational Integration
- C. Trustworthy Data
- D. Practical Management

Answer: C

Explanation:

Reference: <https://www.evergreensys.com/sampro-2019>

Question: 47

Within Software Asset Management there are many key terms to understand, what is the best definition for Software Allocation?

- A. One or more use rights assigned to a specific device or user.
- B. Something acquired with use rights.
- C. The process of normalizing a discovered software installation to standardized values.
- D. Finding and recognizing software or a software feature on a device.

Answer: C

Question: 48

What list can include manual creation, remediation options, and reclamation rules?

- A. Software Models Results
- B. Blacklisted Installations
- C. Removal Candidates
- D. Software Usage

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSWMModelResults.html

Question: 49

Blacklisted candidates are

- A. Software installations that are not normalized
- B. Unlicensed and unallocated installations
- C. Software installations not allowed in the network environment
- D. Software installations with low usage

Answer: B

Explanation:

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

Question: 50

Software Model Lifecycles can only be created for an external, publisher defined date.

- A. True
- B. False

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html>

Question: 51

HOTSPOT

Match terms with the definitions related to Strategic Conformance:

Software entitlement rights to utilize previous or future versions.

▼
Client Access Publisher Pack
Downgrade/Upgrade Software
Subscription

Ability to utilize the software for a limited amount of time.

▼
Client Access
Publisher Pack Downgrade/Upgrade
Software Subscription

Specific number of users or devices that can access a product.

▼
Client Access
Publisher Pack Downgrade/Upgrade
Software Subscription

Compliance dashboards.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Explanation:

Answer:

Software entitlement rights to utilize previous or future versions.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Ability to utilize the software for a limited amount of time.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Specific number of users or devices that can access a product.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Compliance dashboards.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

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

Question: 52

Which of the following are available publisher packs? (Choose three.)

- A. NetSuite
- B. Citrix
- C. Oracle
- D. IBM

Answer: BCD

Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-publisher-packs.html#d24351e266>

Question: 53

Which of the following is not a core Software Asset Management function?

- A. Financial Management
- B. Reclamation
- C. Rights Allocation
- D. Inventory Management

Answer: C

Explanation:

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

Question: 54

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

Answer: CDE

Question: 55

The license metric field is by default, displayed on which record form within ServiceNow?

- A. Software Model
- B. Software Allocations
- C. Software Entitlement
- D. Software Types

Answer: A

Question: 56

The license metric attributes related list contains metric values set in software entitlements, and is used for reconciliation (metric group, license metric, and software model combination).

- A. True
- B. False

Answer: A

Explanation:

Reference:

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

Question: 57

What table is populated with the content library data that is pulled from the content service?

- A. samp_sw_package
- B. cmdb_sw_product_model
- C. sam_content_library
- D. cmdb_ci_spkg

Answer: D

Question: 58

A user is notified their software install has been flagged for reclamation. The user declines approval.

What is the next step in the workflow?

- A. Nothing happens.
- B. The user's manager must approve or decline the reclamation.
- C. The reclamation candidate is removed from the candidate list.
- D. The software is reclaimed since it was not in use.

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMOptimization.html

Question: 59

Software usage data can be imported utilizing:

- A. Transform Map
- B. Other Third Party Sources
- C. System Center Configuration Manager (SCCM)
- D. Manually

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSoftwareUsage.html

Question: 60

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

Answer: ABD

Question: 61

How are the Software Asset Management Professional Plugins activated?

- A. They are requested from and activated by an admin user
- B. They are activated by the sam_developer user
- C. They are activated by the sam_admin user
- D. They are requested from and activated by ServiceNow support
- E. They are activated by default in the base ServiceNow system

Answer: A

Question: 62

Which of the following are true of plugins? (Choose two.)

- A. Plugins can be disabled or deactivated when no longer in use.
- B. Plugins can be activated by default in the base ServiceNow system.
- C. When a plugin is active you cannot hide its functionality.
- D. Plugins are stand-alone and do not depend on other plugins being activated.
- E. Plugins are software components that provide specific features and functionalities.

Answer: B, E

Question: 63

When receiving software related to a purchase order in ServiceNow, which data point is mandatory?

- A. Serial Number
- B. Assigned To
- C. Cost
- D. License key
- E. Asset Tag

Answer: A

Question: 64

By default, which user role must verify the successful activation of plugins by ServiceNow support?

- A. sam_user
- B. asset_admin
- C. sam_admin
- D. sys_admin

Answer: D

Question: 65

When populating software usage records automatically via Microsoft System Center Configuration Manager (SCCM), which plugins are required? (Choose two.)

- A. Microsoft Publisher Pack plugin
- B. Microsoft SCCM Software Usage plugin
- C. Microsoft SCCM Integration plugin
- D. Performance Analytics Premium for Software Asset Management plugin
- E. Orchestration-Client Software Distribution plugin

Answer: C, D

Question: 66

An allocation is automatically created in which of the following scenarios? (Choose two.)

- A. After receiving the rights for software from a purchase order
- B. After a Create allocation remediation option has been taken
- C. After reconciliation runs and identifies that rights are 'Not allocated in use'
- D. When a software installation is discovered
- E. After successfully sourcing a request via an existing entitlement

Answer: C, E

Question: 67

In the ServiceNow base platform, which roles have the ability to refresh processor definitions?

- A. sam_user / sam_admin / sys_admin
- B. sam_user / sys_admin
- C. sam_admin / sys_admin
- D. sys_admin / asset_admin

Answer: A

Question: 68

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.

Answer: C

Question: 69

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

Answer: B

Question: 70

When loading a medium amount of data, which is the best method to use?

- A. Use Discovery to find software on the network
- B. Modify a workflow
- C. Manually add through ServiceNow forms
- D. Import data
- E. Create a business rule

Answer: D

Question: 71

What is a first key step prior to uploading your entitlement import data via the ServiceNow-provided template?

- A. Ensure you have filled out every field in the template file
- B. Ensure the entitlement data is listed on the first tab of the template file

- C. Ensure you have downloaded and used the latest version of the template file
- D. Ensure you have the sam_user role assigned to you

Answer: B

Question: 72

When specified during an entitlement import, which of the following is matched to data in the Content Service Library and used to create a software model automatically?

- A. Purchase Order (PO)
- B. Software Model
- C. Publisher Part Number (PPN)
- D. Asset Tag

Answer: C

Question: 73

As part of the software normalization process, software discovery models are normalized via which mechanisms? (Choose two.)

- A. Fix script
- B. Scheduled job
- C. Business rule
- D. Integration
- E. Workflow

Answer: B, D

Question: 74

How often is the scheduled job for the normalization process run?

- A. Nightly
- B. Weekly
- C. Every time Discovery is run
- D. Nightly for new discovery models and weekly for all discovery models that do not have a status of normalized or manually normalized
- E. Immediately for new discovery models and nightly for all discovery models that do not have a status of normalized or manually normalized

Answer: C

Question: 75

Discovery models may not be fully normalized until updated content is downloaded from the ServiceNow Software Content Library. How do you determine if the content has been downloaded?

- A. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard.
- B. Determine if the business rule "Create a Software Normalization Download" has been triggered yet or not.
- C. Query the scheduled job reports to determine if the "Software Content Library Download" (samp_cds_download) job has completed yet.
- D. Review the number of records in the samp_product_map table. If there are ~7,700 records in the table, the download has completed at least once.

Answer: B

Question: 76

Within ServiceNow Discovery, the Exploration phase determines what?

- A. Are you there? How will I classify you?
- B. What else can you tell me about yourself?
- C. Have I seen you before?
- D. How should I classify you specifically?

Answer: D

Question: 77

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

Answer: B

Question: 78

ServiceNow Discovery identifies the software running on an IP-enabled device during which of its phases?

- A. Classification
- B. Identification
- C. Port Scan
- D. Exploration
- E. Communication

Answer: E

Question: 79

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

Answer: C

Question: 80

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.

Answer: B

Question: 81

By default, which persona is responsible for controlling the day-to-day activities of the SAM process and ensuring the overall quality of software asset data?

- A. ServiceNow administrator
- B. SAM manager
- C. SAM user
- D. SAM process owner
- E. SAM developer

Answer: B

Question: 82

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

Answer: A

Question: 83

Which feature provides detailed, actionable information for software reconciliation?

- A. License Workbench
- B. License Position Report
- C. Normalization and Content Service dashboard
- D. Normalization Suggestions
- E. Historical Results

Answer: E

Question: 84

What are the four tiers of software reconciliation results? (Choose four.)

- A. Software License Metric
- B. Software Product
- C. Software Allocation
- D. Software Entitlement
- E. Software Publisher
- F. Software Model

Answer: B, E, F

Question: 85

When reconciliation is run, what information does the license metric results display?

- A. Results for all models and installations associated to the product
- B. Results for all products and installations associated to the publisher
- C. Results for each license metric associated to the software model
- D. Results for all license metrics related to the software model

Answer: C

Question: 86

To run an on-demand reconciliation, which module would you navigate to?

- A. Software Asset > Discovery > Run Reconciliation
- B. Software Asset > Reconciliation > Run Reconciliation
- C. Software Asset > Discovery > License Workbench
- D. Software Asset > Reconciliation > License Workbench
- E. Software Asset > Reconciliation > Run License Position Report
- F. Software Asset > Discovery > Run License Position Report

Answer: B

Question: 87

Which of the following features are available from the main publisher results screen of the License Workbench? (Choose three.)

- A. All Publishers
- B. Publisher Compliance
- C. Pinned Publishers
- D. Publisher License Metrics
- E. Publishers Out of Compliance
- F. Publisher Software Models

Answer: B, D, F

Question: 88

Which related list is NOT available from the software model on the License Workbench?

- A. Unlicensed Subscriptions
- B. Unlicensed Software Products
- C. Removal Candidates
- D. Remediation Options
- E. License Metric Results

Answer: B

Question: 89

License metrics can be defined for which of the following? (Choose four.)

- A. Publishers
- B. Users
- C. Cores
- D. Devices
- E. Metric Types
- F. Operating Systems

G. Processors

Answer: C, D, E, F

Question: 90

Which license metric would be used for software that is only allowed to be installed on one computer per license right?

- A. Per Processor
- B. Per Named Device
- C. Per Named User
- D. Per Core

Answer: A

Question: 91

When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

- A. 'Group by' or 'Stacked by'
- B. 'Group by' and 'Stacked by'
- C. 'Stacked by'
- D. 'Group by'

Answer: A

Question: 92

What product must you procure a separate license for in order to utilize Workflow and Client Software Distribution (CSD) to automatically install software on devices.

- A. ITSM
- B. Asset Management
- C. Orchestration
- D. Discovery
- E. Deployment management

Answer: B

Question: 93

When importing entitlements, a record generates the error, "Publisher Part Number not found". However, the record is for an expired entitlement that is no longer needed. Which is the best UI action to select?

- A. Create Entitlement

- B. Delete
- C. Create Part Number
- D. Reject

Answer: B

Question: 94

Which of the following reasons could apply when a remediation option has an 'In Progress' status? (Choose two.)

- A. Workflow(s) or process(es) have been initiated to allocate software rights
- B. Rights are now available and can be consumed during reconciliation
- C. Workflow(s) or process(es) have been initiated to purchase software rights
- D. Workflow(s) or process(es) have been initiated to harvest software rights
- E. Customer instance is pending updates to CDS Server

Answer: A

Question: 95

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

Answer: E

Question: 96

Which catalog provides a listing of goods offered or available by a third party?

- A. Service Catalog
- B. Model Catalog
- C. Item Catalog
- D. Vendor Catalog
- E. Product Catalog

Answer: D

Question: 97

A software model can have up to how many catalog items?

- A. 1
- B. 2
- C. 6
- D. 10
- E. Unlimited

Answer: A

Question: 98

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

Answer: E

Question: 99

You have a contract that is getting ready to expire. What options do you have for handling this contract and remaining compliant? (Choose three.)

- A. Reject
- B. Extend
- C. Cancel
- D. Activate
- E. Delete
- F. Renew

Answer: A, C, D

Question: 100

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

Answer: C

Question: 101

What is the purpose of an external audit?

- A. To ensure your users are not running any blacklisted software
- B. To determine compliance with internally-defined vendor processes
- C. To determine compliance with signed vendor agreements/contracts
- D. To ensure your entitlements do not exceed your allocations
- E. To determine compliance with licensing agreements regarding who, how, and when freeware software is being used

Answer: C

Question: 102

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

Answer: D

Question: 103

During contract negotiations, what report could you run to gain visibility to products nearing end-of support?

- A. Software Contract Lifecycle Report
- B. Software Model Lifecycle Report
- C. Software Licenses Report
- D. Software Support Report

Answer: B

Question: 104

Once you are ready to retire software in ServiceNow, what is the critical first step in the retirement process?

- A. Manually set Allocations available on the entitlement to Zero (0)
- B. Expire identified active software entitlements
- C. Run the Software Model Lifecycle Report
- D. Revoke all current allocations
- E. Recover the identified software entitlements

Answer: D

Question: 105

Which of the following features enables organizations to easily upgrade a standard version of their software to an enterprise version?

- A. Software Entitlement
- B. Software Edition
- C. Software Assurance
- D. Software Allocation

Answer: D

Question: 106

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]

Answer: D

Question: 107

The goals of Software Asset Management include which of the following? (Choose three.)

- A. Optimize spend
- B. Rationalize business applications
- C. Maintain compliance
- D. Identify unauthorized usage
- E. Support software audits

Answer: A, C, D

Question: 108

Which ServiceNow plugin is used by Software Asset Management (SAM) Professional and configured during SAM Professional setup?

- A. Vendor Procurement
- B. Asset Cost Management
- C. Normalization Data Services
- D. Asset Management
- E. ITSM Software Asset Management

Answer: C

Question: 109

Which SAM role must be a trained ServiceNow administrator?

- A. sam_admin
- B. sam_developer
- C. discover_admin
- D. entitlement_manager
- E. model_manager

Answer: A

Question: 110

By default, which persona is responsible for loading asset management data from integrations and discovery tools into SAM Pro?

- A. ServiceNow process owner
- B. SAM manager
- C. SAM administrator
- D. ServiceNow administrator
- E. SAM user

Answer: C

Question: 111

As part of the discovery process, when records are written to the software installation table a check is performed to determine if the information already exists in the discovery model table, if a record exists, what does the system do?

- A. The record is deleted and recreated to ensure the most recent discovery model is recorded.
- B. Nothing, the record exists so it is ignored.
- C. A new record is created for the installation in the discovery model table.
- D. A reference to the discovery model record is identified and associated to the software installation record.

Answer: A

Question: 112

Which of the following are valid on import errors (vs. after import) when using the automated entitlement import feature? (Choose three.)

- A. Purchased rights should be greater than 0
- B. The end date must be greater than the start date
- C. Publisher Part Number and Software Model not found
- D. Duplicate entry
- E. Publisher Part Number already exists

Answer: A, D, E

Question: 113

Which of the following are valid on import errors (vs. after import) when using the automated entitlement import feature? (Choose three.)

- A. Purchased rights should be greater than 0
- B. The end date must be greater than the start date
- C. Publisher Part Number and Software Model not found
- D. Duplicate entry
- E. Publisher Part Number already exists

Answer: A, D, E

Question: 114

What are the available actions associated with the Normalization Suggestions feature? (Choose two.)

- A. Accept – updates the discovery model with suggested values
- B. Reject – ignores the suggestion. The next time the scheduled job is executed, it will not pick the same package or rule that was rejected previously
- C. Save – allows you to save the suggestion to review again later
- D. Ignore – ignores the suggestion. All fields are updated to read only until the next time the job is executed with the same package or rule that was ignored previously.
- E. Create – creates a discovery model with suggested values

Answer: C, B

Question: 115

What is used to identify and normalize software installed in an environment?

- A. Software Discovery Mode
- B. Software Installation Model
- C. Software Model
- D. Software Normalization Model
- E. Software Reconciliation Model

Answer: B

Question: 116

Risk is configured by default, to calculate Risk = High for a change that is scheduled with only 3 days lead time. Your customer's change policy requires that changes be requested with 5 days lead time. How would you satisfy this requirement?

- A. Update the Risk Property for Insufficient lead time
- B. Update the Risk Assessment Matrix for Insufficient lead time
- C. Update the Calculate Risk UI Action
- D. Update the Risk Matrix for insufficient lead time
- E. Update the Risk Condition for Insufficient lead time

Answer: B

Question: 117

ServiceNow Discovery finds IP-enabled devices and the software that runs on them. It uses a combination of the following methods to explore the devices. (Choose three.)

- A. Agents
- B. Signature files
- C. Patterns
- D. Probes
- E. Sensors

Answer: A, C, E

Question: 118

What does the acronym "CAL" stand for?

- A. Client Access Limit
- B. Computer Access License

- C. Client Access License
- D. Concurrent Access License

Answer: B

Question: 119

Within the 'Run Reconciliation' process, how can the reconciliation be grouped?

- A. Country, Department, Corporation, Location, Account
- B. Country, Department, Company, Region, Cost Center
- C. Country, Business Unit, Corporation, Location, Account
- D. Country, Business Unit, Company, Region, Cost Center

Answer: A

Question: 120

Which of the following is set in a software entitlement and used during reconciliation to determine your compliance position?

- A. Reconciliation rule
- B. Compliancy rule
- C. Baseline KPI
- D. License metric
- E. License allocation

Answer: B

Question: 121

Once downgrade rights have been populated in the Downgrade Rights table, can they be deleted?

- A. Yes, they can once accepted
- B. They can be deleted or deactivated
- C. They cannot until all associated allocations have been removed
- D. No, they cannot

Answer: A

Question: 122

By default, which ServiceNow role can run on-demand reconciliation?

- A. sam_user
- B. sam_reconcile_user
- C. sam_cmdb_user
- D. sam_admin

E. sam_manager

Answer: C

Question: 123

On the License Workbench, which of the following is defined as the “Estimated cost of remediating non-compliance”?

- A. Software spend
- B. Reconciliation cost
- C. True-down cost
- D. Over-licensed cost
- E. True-up cost

Answer: A

Question: 124

Automated license reconciliation keeps license positions accurate and up-to-date without manual calculations. Disregarding on-demand runs for a specific publisher or all publishers, how often does reconciliation run?

- A. Bi-weekly
- B. Daily
- C. Every other day
- D. Monthly
- E. Weekly

Answer: E

Question: 125

What type of record is only created when a software model or entitlement exists for the product?

- A. SAM Analytics Results
- B. Software Asset Results
- C. Software Product Results
- D. Software Model Results

Answer: D

Question: 126

For which of the following reasons could an installation be unlicensed at the Product Result level?

- A. The software installation was not completed correctly due to an incorrect workflow set-up.
- B. Software installation records are not associated with a software discovery model.
- C. The software normalization process has not yet run.

- D. The software discovery model is not mapped to the appropriate software model.
- E. The software installation has not been fully reconciled

Answer: B

Question: 127

By default, which ServiceNow role can only view reconciliation results?

- A. sam_reconcile_user
- B. sam_user
- C. sam_viewer
- D. sam_cmdb_user
- E. sam_manager

Answer: C

Question: 128

For products monitored by System Center Configuration Manager (SCCM), what usage data point(s) are imported for reclamation analysis?

- A. Number of Times Used
- B. Average Use Time
- C. Last Used and Total Usage Time
- D. Last Used Only

Answer: A

Question: 129

Which catalog provides a collection of models in the environment?

- A. Service Catalog
- B. Item Catalog
- C. Product Catalog
- D. Vendor Catalog
- E. Model Catalog

Answer: C

Question: 130

Software reclamation is integrated with which of the following to automate the process of uninstalling software from devices and reclaiming those software rights?

- A. Integrated Risk Management

- B. HR Management
- C. Client Software Distribution
- D. Incident Management

Answer: A

Question: 131

Reclamation rules can be applied to what types of software? (Choose two.)

- A. Subscription software
- B. End-of-life software
- C. Blacklisted software
- D. Installed software
- E. Free-ware software

Answer: A, E

Question: 132

Which of the following are valid Remediation Options on the License Workbench after reconciliation has been run? (Choose five.)

- A. Create Entitlements
- B. Remove Metric Attributes
- C. Purchase Rights
- D. Remove Unallocated Installs
- E. Remove Unlicensed Installs
- F. Create Allocations
- G. Remove Allocation

Answer: A, B, D, E, F

Question: 133

Which of the following are valid States of Remediation Options on the License Workbench after a reconciliation has been run? (Choose four.)

- A. New
- B. Cancelled
- C. Void
- D. Complete
- E. Done
- F. In Progress

Answer: B, D, E, F

Question: 134

What role(s) are required to import financial data for use in software spend detection? (Choose two.)

- A. sam_spend_import
- B. sam_spend_manager
- C. sam_user
- D. sam_admin
- E. procurement_user

Answer: C, E

Question: 135

What type of publisher lifecycle information does the Software Lifecycle report prioritize?

- A. Information provided in the demo data
- B. Information entered by the user
- C. Information entered by the publisher
- D. Information provided by the software library
- E. Information provided by the publisher pack

Answer: C

Question: 136

Maintenance entitlements can be associated with what types of entitlements (for non-Microsoft publishers)? (Choose three.)

- A. Upgrade
- B. Perpetual
- C. Perpetual + Subscription
- D. Perpetual + Maintenance
- E. Subscription

Answer: A, D, E

Question: 137

How are Microsoft Office 365 reserved licenses handled after true-up?

- A. They are automatically converted into regular licenses
- B. They are automatically disabled until additional licenses are purchased
- C. They are automatically deleted and must be re-reserved
- D. They are automatically removed from true-up calculations and billed separately

Answer: C

Question: 138

Using end-of-life/end-of-support software exposes your organization to security threats. What report can you run to gain visibility to these products?

- A. Software Models with deactivated discovery maps
- B. License Position Report
- C. Software Model Lifecycle Report
- D. Software Product Lifecycle Report
- E. License Workbench Report

Answer: B

Question: 139

Performance Analytics allows users to do which of the following? (Choose three.)

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

Answer: A, B, D

Question: 140

A user is notified their software install has been flagged for reclamation. The user declines approval.

What is the next step in the workflow?

- A. Nothing; the workflow stops.
- B. The user's manager must approve or decline the reclamation.
- C. The reclamation candidate is removed from the candidate list.
- D. The software is reclaimed since it was not in use the notification was only informational.
- E. A justification is requested and submitted to Change Management for approval.

Answer: C

Question: 141

What does a usage record track?

- A. The sum of usage for a selected data
- B. The high watermark of software usage
- C. The sum of usage on a weekly basis
- D. The sum of usage since installation date

E. The sum of usage on a monthly basis

Answer: A