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**Exam** : **CIS-SAM**

**Title** : Certified Implementation  
Specialist - Software Asset  
Management Professional  
Exam

**Vendor** : ServiceNow

**Version** : DEMO

**NO.1** What is used to identify and normalize software installed in an environment?

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

**Answer:** C

**NO.2** Which catalog provides a listing of goods offered or available by a third party?

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

**Answer:** E

**NO.3** Once you are ready to retire software in ServiceNow, what is the critical first step in the retirement process?

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

**Answer:** A

**NO.4** 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. False
- B. True

**Answer:** B

**NO.5** Which of the following elements are included in Operational Integration of a SAM practice? (Choose three.)

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

**Answer:** A,B,E

**NO.6** 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

**NO.7** 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. Monthly
- C. Every other day
- D. Daily
- E. Weekly

**Answer:** E

**NO.8** How are Microsoft Office 365 reserved licenses handled after true-up?

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

**Answer:** C

**NO.9** What list can include manual creation, remediation options, and reclamation rules?

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

**Answer:** C

**NO.10** If a user requests three items from the software catalog at the same time, how many individual requests are created?

- A. 3
- B. None; task records are created
- C. 1 for each publisher
- D. 1
- E. 1 for each product type

**Answer:** E

**NO.11** Which feature provides detailed, actionable information for software reconciliation?

- A. Normalization and Content Service dashboard
- B. Normalization Suggestions
- C. License Workbench

D. License Position Report

E. Historical Results

**Answer:** E

**NO.12** ServiceNow Discovery identifies the software running on an IP-enabled device during which of its phases?

A. Communication

B. Classification

C. Exploration

D. Port Scan

E. Identification

**Answer:** A

**NO.13** For which of the following reasons could an installation be unlicensed at the Product Result level?

A. The software installation has not been fully reconciled

B. The software normalization process has not yet run.

C. The software discovery model is not mapped to the appropriate software model.

D. The software installation was not completed correctly due to an incorrect workflow set-up.

E. Software installation records are not associated with a software discovery model.

**Answer:** E

**NO.14** Which license metric would be used for software that is only allowed to be installed on one computer per license right?

A. Per Named User

B. Per Processor

C. Per Core

D. Per Named Device

**Answer:** B