Assessing

70-673 PRACTICE EXAM

TS: Designing

Product Questions: 86
Version: 54.5

Question: 1

How many years of experience do you have designing, assessing, and optimizing Software Asset Management (SAM)?

A. I have not done this yet.
B. Less than 3 months
C. 3-6 months
D. More than 6 months but less than 1 year
E. 1-2 years
F. 2-3 years
G. 3 or more years

Answer: A

Question: 2

Rate your level of proficiency with assessing SAM programs by using the SAM Optimization Model, including defining scope, assessing SAM processes throughout an organization, assigning maturity levels according to the 10 components of the SAM Optimization Model, and performing gap analysis between current and desired maturity levels.

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 3

Rate your level of proficiency with performing software license reviews, including conducting inventories, validating and managing license entitlement records, and reconciling software inventories and report license compliance status.

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 4

Rate your level of proficiency with coordinating technologies, including managing data collection, data interfaces between disparate data sources, and reporting.

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 5

Rate your level of proficiency with designing, implementing, and managing a SAM program, including securing executive sponsorship and funding.

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 6

Rate your level of proficiency with managing the Software Asset life cycle, including acquisition, deployment, maintenance, and retirement.

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 7.

Rate your level of proficiency with IT procurement, IT contract negotiations and management (i.e. software licensing, terms and conditions), and IT operations (i.e. application package management, network administration).

A. Very High
B. High
C. Moderate
D. Low

E. Very Low

Answer: A

Question: 8

Rate your level of proficiency with Microsoft licensing models and product use right (PUR).

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 9

Rate your level of proficiency with audit procedures (i.e. ITIL SAM-related standards, ISO/IEC 19770 standards).

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 10

Rate your level of proficiency with Microsoft Operations Framework (MOF).

A. Very High
B. High
C. Moderate
D. Low
E. Very Low

Answer: A

Question: 11

Your customer has one office. All software and hardware purchasing is centralized.
You need to define the scope of a SAM program assessment for the customer.
Which information should you collect?

A. current license versions
B. install, move, add, change (IMAC) activities
C. list of people responsible for SAM sign-off

D. quantity of server licenses

Answer: C

Question: 12

You collect the following information from a customer:
 ·Volume license agreements
 ·Hardware and software inventory procedures
You need to define the scope of a SAM program assessment for the customer.
Which information should you use?

A. physical asset locations
B. preferred software vendor
C. number of contract employees
D. number of IT staff

Answer: A

Question: 13

You plan to assess your customer's Microsoft SQL Server deployment for license compliance. The customer licenses SQL Server by using per-processor licenses.
You need to define the scope of the SAM assessment.
What should you do?

A. Gather all SQL Server Client Access Licenses (CALs).
B. Gather all Windows Server Client Access Licenses (CALs).
C. Identify infrastructure groups where SQL Server is installed.
D. Identify infrastructure groups where SQL Server is accessed.

Answer: C

Question: 14

Your customer has one main office in Boston and three branch offices in London, New York, and Paris. All purchasing, software deployment, and inventory is centralized in the New York office. Microsoft Office is installed in only the Paris office. The main data center is in the London office.
You plan to perform a SAM program assessment of Office for the customer.
You need to visit one of the offices to collect data for the assessment.
Which office should you visit?

A. Boston
B. London
C. New York
D. Paris

Answer: C

Question: 15

You plan to perform a SAM optimization assessment for a customer.
You need to identify the phase during which roles, expectation, and responsibilities are assigned.
Which phase should you identify?

A. infrastructure analysis
B. optimization and planning
C. SAM discussions
D. workshop preparation

Answer: D

Question: 16

You plan to assess the SAM processes of a customer. You communicate roles, analyze the infrastructure, and conduct onsite discussions.
You need to identify how to improve the SAM processes.
What should you do?

A. Generate an inventory report.
B. Generate a SAM planning report.
C. Develop a project implementation plan.
D. Perform a SAM optimization assessment.

Answer: D

Question: 17

You plan to do a SAM optimization assessment for a customer. The customer has no documented SAM processes or defined roles.
You need to gather information for the assessment.
What should you do?

A. Collect sample SAM process documents.
B. Formally document the customer's SAM processes.
C. Review the customer's Active Directory forest structure.
D. Interview managers who have SAM-related responsibilities.

Answer: D

Question: 18

You plan to assess the SAM processes of an organization that has multiple departments.
You create a survey to collect information on the SAM processes throughout the organization.
You need to validate the information collected in the survey.
What should you do?

A. Interview the CEO.

B. Interview the IT staff.
C. Interview the department heads
D. Interview the procurement staff.

Answer: C

Question: 19

Your customer has the following key performance indicators:
 ·A quarterly sign-off on SAM reports
 ·97 percent of its assets in inventory
You need to identify the minimum SAM maturity level represented by both of these indicators.
Which maturity level should you identify?

A. Basic
B. Dynamic
C. Rationalized
D. Standardized

Answer: C

Question: 20

Your customer has the following key performance indicators:
 ·The SAM plan is defined and approved.
 ·Sign-off on SAM reports is performed annually.
 ·Direct SAM responsibility is identified throughout the organization.
You need to identify the minimum SAM maturity level represented by all of these indicators.
Which maturity level should you identify?

A. Basic
B. Dynamic
C. Rationalized
D. Standardized

Answer: D

Question: 21

Your customer has the following key performance indicators:
 ·Assets are purchased on a per-project basis.
 ·Assets are purchased without a review of the current license availability.
You need to identify the minimum SAM maturity level represented by both of these indicators.
Which maturity level should you identify?

A. Basic
B. Dynamic
C. Rationalized
D. Standardized

Answer: A

Question: 22

Your customer's Accuracy of Inventory key competency has a Basic maturity level.
You need to recommend a tool to improve the Accuracy of Inventory maturity level.
Which tool should you recommend?

A. A discovery tool
B. A project planning tool
C. An asset catalog for purchases
D. An automated purchasing tool

Answer: A

Question: 23

Your customer's Acquisition Process key competency has a Basic maturity level.
You need to recommend a process to improve the Acquisition Process maturity level.
Which process should you recommend?

A. Reuse licenses as computers are retired.
B. Require an annual sign-off on all SAM reports.
C. Collect entitlement records throughout the organization.
D. Require that software purchases be made from approved vendors.

Answer: D

Question: 24

You plan to do a SAM optimization assessment for a customer.
You identify the following SAM maturity levels:
·The Operations Management Interfaces key competency has a Basic maturity level.
·All other key competencies have a Standardized maturity level.
A SAM improvement plan defines the requirements to raise the maturity level of the Operations Management key competency to Standardized.
You need to recommend an action to raise the maturity level of the SAM improvement plan key competency to Rationalized.
Which action should you recommend?

A. Reconcile inventory sources quarterly.
B. Create a project plan for SAM implementation.
C. Demonstrate that an executive scorecard for SAM goals exists.
D. Demonstrate that each operational group manages separate asset inventories.

Answer: D

Question: 25

You plan to collect software and hardware asset information for Windows-based computers on a network.
You need to identify a Microsoft product to collect this information.
Which product should you identify?

A. Microsoft System Center Essentials
B. Microsoft System Center Service Manager
C. Microsoft System Center Operations Manager
D. Microsoft System Center Configuration Manager

Answer: D

Question: 26

Your customer has 4,000 Windows-based network devices. NetBIOS is disabled on all devices.
You need to recommend a tool to collect software deployment inventory.
Which tool should you recommend?

A. Microsoft Product License Advisor (MPLA)
B. Microsoft Software Inventory Analyzer (MSIA)
C. Microsoft System Center Configuration Manager (CfgMgr)
D. Microsoft System Center Operations Manager (OpsMgr)

Answer: C

Question: 27

Your customer has 80 computers.
You need to recommend a tool to collect hardware and software inventory information.
Which tool should you recommend?

A. eOpen
B. Microsoft Software Inventory Analyzer (MSIA)
C. Microsoft Volume Licensing Service (MVLS)
D. SAM ROI Calculator

Answer: B

Question: 28

Your customer has several employees who occasionally work from home on company-issued portable computers.
Active Directory is used to manage the network.
You need to collect the most complete hardware inventory.
What should you do?

A. Use Microsoft Software Inventory Analyzer (MSIA) to run a discovery scan for one business day.
B. Use the hardware inventory list produced by the previous month's Microsoft System Center Configuration Manager report.
C. Combine the list of computers in Microsoft System Center Configuration Manager (CfgMgr) and the list of

computers in Active Directory.
D. Combine the list of user names in Microsoft System Center Configuration Manager (CfgMgr) and the list of user names in Active Directory.

Answer: C

Question: 29

Your customer performs a complete hardware inventory. The customer uses a SAM tool to collect software deployment data from all computers.
You need to validate the accuracy of the data.
What should you do?

A. Compare the data against the license inventory.
B. Compare the data against the original build inventory.
C. Collect data from a random sample of computers. Compare sample results against the original build inventory.
D. Collect data from a random sample of computers. Compare sample results against the software deployment data.

Answer: D

Question: 30

Your customer uses a SAM tool to collect hardware inventory.
You need to validate the accuracy of the number of desktop computers discovered.
What should you do?

A. Identify the hardware refresh cycle.
B. Compare the data against the original build inventory.
C. Conduct a manual inventory and compare it against the SAM tool results.
D. Install a Microsoft System Center Configuration Manager (CfgMgr) client on each server.

Answer: C

Question: 31

You are validating inventory accuracy for a customer.
You gather the following data about the installation of Microsoft Office:
·All licenses are for Office Professional Edition.
·Many computers report multiple installations of Office.
·The customer purchased all Office licenses through volume licensing.
You plan to generate an inventory detail report.
You need to include the appropriate number of Office installations in the report.
Which number should you include?

A. All reported installations of Office.
B. One installation of Office per computer.
C. The number of authorized installations of Office.
D. The number of installations of Office currently in use.

Answer: B

Question: 32

Your customer's network contains servers that run only Windows Server 2008 Enterprise edition. The network has both physical and virtual servers deployed.

The customer creates a complete inventory of all servers.

You need to collect additional information to identify the customer's licensing requirements for Windows Server 2008.

What additional information should you collect?

A. the number of physical processors
B. the number of physical machines running virtualization software
C. the number of virtual processors
D. the number of virtual machines running on each physical host computer

Answer: D

Question: 33

You have the following information about a customer's environment:
·The network contains 180 computers.
·A department named Accounting retains all purchasing information.
·The customer purchases all licenses under the Microsoft Open License program.

You need to collect information from the customer to compare the licenses and the current hardware and software inventory.

Which tools should you use?

A. eOpen and Microsoft System Center Configuration Manager (CfgMgr)
B. eOpen and Microsoft System Center Operations Manager (OpsMgr)
C. Microsoft Volume Licensing Services (MVLS) and Microsoft System Center Configuration Manager (CfgMgr)
D. Microsoft Volume Licensing Services (MVLS) and Microsoft System Center Operations Manager (OpsMgr)

Answer: A

Question: 34

Your customer purchases all licenses through a Microsoft Open License agreement. The customer retains all purchasing information in a Microsoft Office Excel spreadsheet.

The customer has a complete Microsoft License Statement (MLS) tool.

You need to ensure that the customer's purchasing information is accurate.

Which report should you use?

A. MLS
B. Microsoft Product License Advisor (MPLA)
C. Microsoft System Center Configuration Manager (CfgMgr)
D. Microsoft Volume Licensing Service (MVLS)

Answer: A

Question: 35

Your customer purchases all server software through volume licensing by using Microsoft Select.
You need to ensure that the customer's server purchasing information is accurate.
Which tool should you use?

A. eOpen
B. Microsoft System Center Configuration Manager (CfgMgr)
C. Microsoft System Center Operations Manager (OpsMgr)
D. Microsoft Volume Licensing Service (MVLS) Web site

Answer: D

Question: 36

Your customer's license inventory contains 350 Certificates of Authenticity (COAs) for fully packaged product (FPP) copies of Microsoft Office. The customer has Office installed on 350 computers.
You need to identify which documents are required to prove proof of license (POL) for the deployment of Office.
Which documents should you identify?

A. COAs, End User License Agreements (EULAs), and electronic license confirmation
B. COAs, End User License Agreements (EULAs), media, and manuals
C. Microsoft Licensing Statement (MLS), End User License Agreements (EULAs), media, and manuals
D. Microsoft Licensing Statement (MLS), volume licensing agreement, vendor invoice, and electronic license confirmation

Answer: B

Question: 37

You collect the following information about a customer's environment:
·The customer has 200 computers.
·The customer purchases only full packaged product (FPP), OEM, and Microsoft Open License licences.
You need to perform an accurate reconciliation of software inventory and license entitlements for the customer. The solution must use the minimum amount of administrative effort.
What should you do?

A. Perform an automated inventory and update the purchasing guidelines.
B. Perform a manual inventory and compare the results to the proof of licenses (POLs).
C. Collect information from eOpen and update the purchasing guidelines.
D. Collect information from Microsoft Software Inventory Analyzer (MSIA) and compare the results to the proof of licenses (POLs).

Answer: D

Question: 38

You have a report that contains all hardware inventories for a customer.

The customer purchases upgrade licenses for Microsoft Office installations. All computers run the most up-to-date version of Office.
You need to ensure that all upgrade licenses are in compliance.
What should you do?

A. Review all Certificates of Authenticity (COAs).
B. Compare the inventory to the upgrade licenses.
C. Assign each upgrade license to a valid original license.
D. Generate a Microsoft Product License Advisor (MPLA) report.

Answer: C

Question: 39

You plan to reconcile all licenses and ascertain their compliance status for a customer. The customer has competitive upgrade licenses.
You collect the following information from the customer:
·Hardware and software inventory
·All proof of licenses (POLs)
You need to reconcile the inventory against the licenses.
What should you do?

A. Identify all software title versions and editions and then reconcile.
B. Identify key words from the hardware inventory and then reconcile.
C. Compare the competitive software against the hardware inventory and then generate a report.
D. Compare the inventory records for software titles against a license that has a corresponding name and then generate a report.

Answer: A

Question: 40

You collect the following information from a customer:
·Hardware and software inventory
·All proof of licenses (POLs)
The customer has the following Microsoft Office products:
·Office Standard Edition 2003 that has Microsoft Software Assurance
·Office Standard Edition 2007 that is currently used on all desktop computers
You need to ensure that the customer's Office licenses are valid.
What should you do?

A. Compare all Office installations to the number of Office licenses.
B. Compare all Office 2007 licenses to the number of Office 2007 installations.
C. For each Office version, reconcile the installations against the Office 2003 licenses.
D. For each Office edition, reconcile the installations against the licenses and agreement rights.

Answer: D

Question: 41

Your network contains 1,000 thin clients.
An automated inventory system manages all software accessed from the thin clients.
You need to ensure that Microsoft Office inventory information is up-to-date.
What should you do?

A. Install a hardware inventory system and use Microsoft Product License Advisor (MPLA).
B. Install a Terminal Services Licensing server and use Microsoft Product License Advisor (MPLA).
C. Configure the inventory system to automatically delete unused instance records every 90 days.
D. Configure the inventory system to automatically delete instance records when users log off the thin clients.

Answer: C

Question: 42

Your customer has 800 thin clients that log on to Terminal Services servers. The network consists of one Active Directory forest.
You need to ensure that the software inventory is accurate.
What should you do?

A. Collect user logon information from Active Directory.
B. Collect user licensing information from the Terminal Services servers.
C. Ensure that the thin client device names and names of accessed software products are stored in the inventory database.
D. Ensure that the Terminal Services server name and names of accessed software products are stored in the inventory database.

Answer: C

Question: 43

Your customer's network consists of one Active Directory forest. The network contains a Microsoft Systems Center Configuration Manager (CfgMgr) server.
CfgMgr clients are deployed on all desktop computers. CfgMgr clients are not deployed on the servers. All software installed on the servers is added to the inventory.
You need to complete the software inventory.
What should you do?

A. Review the initial configuration of all the servers.
B. Audit all logon information from Active Directory.
C. Run a software discovery scan of the entire network.
D. Review the product packages in the CfgMgr software catalog.

Answer: C

Question: 44

Your customer has offices in Hong Kong, San Francisco, and London. Microsoft System Center Configuration Manager (CfgMgr) clients are deployed in only the San Francisco office.

All employees turn off their computers when they leave work.
You need to complete the software inventory.
What should you do?

A. Use CfgMgr to scan only the San Francisco office. Run the scan during peak business hours for one month.
B. Use CfgMgr to scan only the Hong Kong and San Francisco offices. Run the scan during non-peak business hours for one month.
C. Use a third-party tool to scan the entire network. Run the scan during peak business hours for one month.
D. Use a third-party tool to scan the entire network. Run the scan during non-peak business hours for one month.

Answer: C

Question: 45

Your customer has multiple departments named Human Resources, IT, Procurement, and Security.
The customer has a SAM program. The customer's license management process is manual.
You plan to automate the license management process.
You need to identify which data source must be used to automate the license management process.
Which data source should you identify?

A. the Human Resources department's employee records database
B. the IT department's configuration management database (CMDB)
C. the Procurement department's purchase order database
D. the Security department's network access rights database

Answer: C

Question: 46

Your customer has several departments. Purchasing for the departments is decentralized.
The customer purchases licenses under a Microsoft Open License agreement and purchases fully packaged products (FPPs). All software and license information is decentralized.
You need to reconcile all license information.
What should you do?

A. Use Microsoft License Statement (MLS).
B. Review software use and data collection policies.
C. Collect user logon information and look up the department information for each user.
D. Include department information for all computers and licenses in the inventories.

Answer: D

Question: 47

You have a complete and accurate inventory of all installed software for a company. The company has a department named Procurement that maintains a history of all purchased licenses.
You need to reconcile the purchasing information against the inventory.
Which information should you collect?

A. contract duration of license agreements including vendor name and product name
B. human resource records including software license assignment, hardware asset assignment, and software use rights
C. IT desktop management records including software assigned to each computer, software usage details, and software installation policies
D. purchase order data including stock-keeping units (SKUs), payment details, quantity, product name, and responsible party/owner information

Answer: D

Question: 48

Your customer has multiple offices. All purchasing is decentralized.
The customer maintains software and hardware inventories for each office in Microsoft Office Excel spreadsheets.
You need to identify which tool collects software usage information.
Which tool should you identify?

A. metering tool
B. network discovery tool
C. network monitoring tool
D. procurement tool

Answer: A

Question: 49

Your customer has four offices.
Each office uses a different software reseller to purchase software licenses. Each office maintains a report detailing its software purchases. Each report contains the following fields:
·Product edition
·Product version
·Product family name
You need to identify which data field enables the consolidation of information into a complete software entitlements report.
Which data field should you identify?

A. Date of purchase
B. Licensing model
C. Product price per unit
D. Software reseller part number

Answer: B

Question: 50

Your customer has Active Directory and Microsoft System Center Configuration Manager (CfgMgr).
You need to identify which data fields must be used to create a baseline hardware inventory report by using Active Directory and CfgMgr.
Which data fields should you identify?

A. Fully qualified domain name (FQDN) and Processor
B. MAC address and Product title
C. Operating system version and Product title
D. User name and NetBIOS

Answer: A

Question: 51

Your customer has a software inventory tool and a SAM tool. The database of the SAM tool is linked to the software inventory tool.
The SAM tool has an application recognition library. The library contains a list of software that the SAM tool can identify.
You discover that the software inventory tool does not list any Microsoft Office 2007 installations. You verify that Office 2007 is installed on several desktop computers.
You need to ensure that the software inventory tool manages all Office 2007 installations.
What should you do?

A. Update the SAM tool's application recognition library.
B. Install all software updates and security patches for Office 2007.
C. Upgrade all desktop computers that run Office 2007 to Windows Vista.
D. Install Microsoft System Center Operations Manager (OpsMgr) on the network.

Answer: A

Question: 52

You plan to perform a software entitlement reconciliation for a customer. The customer provides the following reports:
·Reseller purchase history
·Microsoft License Statement (MLS)
Both reports contain the following data fields:
·Purchase order number and date
·Product description
You need to identify which additional data field should be included in the reports.
Which field should you identify?

A. Agreement enrollment number
B. Customer name
C. Manufacturer part number
D. Purchase order date

Answer: C

Question: 53

Your customer's network contains a SAM tool. You use the SAM tool to generate reports.
The customer installs both Microsoft Office Visio Standard and Microsoft Office Visio Professional. The customer only

purchases licenses for Visio Professional.
You need to create a report to reconcile the Visio licenses.
Which report should you create?

A. software deployments by edition
B. software entitlements purchased by month
C. software requests by employee
D. software usage by server product

Answer: A

Question: 54

Your customer plans to replace several physical servers for virtual servers. The customer does not plan to modify the software inventory.
The customer signs all financial statements and confirms that all fixed asset reports are complete.
You need to reconcile an inventory against the fixed asset report.
Which inventory should you reconcile?

A. configuration management database (CMDB) desktop hardware inventory
B. configuration management database (CMDB) server hardware inventory
C. Windows Server license inventory
D. Windows Server Client Access License (CAL) inventory

Answer: B

Question: 55

You need to generate periodic SAM infrastructure reports for company executives.
Which two reports should you generate? (Each correct answer presents part of the solution. Choose two.)

A. hardware, software, and license asset
B. license reconciliation
C. Microsoft Software Inventory Analyzer (MSIA)
D. SAM exception summary

Answer: BD

Question: 56

You are developing a business plan for a SAM program for a customer.
All senior staff, Accounting department managers, and IT department managers attend initial SAM planning meetings.
You need to complete the business plan for the customer.
What should you do next?

A. Secure executive sponsorship.
B. Secure approval from the Accounting department.
C. Obtain a purchase order from the Accounting department.
D. Obtain a list of all installed software from the IT department.

Answer: A

Question: 57

You plan to design a SAM program for a customer
The customer's department managers provide little assistance in gathering information relevant to the SAM program design. You are unable to begin designing the SAM program.
You need to begin designing the SAM program.
What should you do next?

A. Recommend a SAM tool.
B. Assign specific SAM roles.
C. Define the SAM program scope.
D. Obtain executive authorization from the key stakeholders.

Answer: D

Question: 58

Your customer plans to develop a business case for SAM.
The customer's SAM Improvement Plan key competency has a Basic maturity level.
You need to improve the maturity level to Standardized.
What should you do?

A. Identify a SAM tool.
B. Identify roles and staff.
C. Obtain budgetary approval for a SAM plan.
D. Create a project plan Gantt chart for a SAM plan.

Answer: C

Question: 59

Your company has executive sponsorship to start a SAM program.
You need to secure funding.
What should you do?

A. Present SAM program deliverables to the company.
B. Present SAM program risks, costs, and benefits to the company.
C. Develop a plan to restrict all purchasing and software installations.
D. Develop a plan to adhere to international standards for International Standardization Organization (ISO) certification.

Answer: B

Question: 60

You plan to secure funding for a SAM program.
You gather the following information from a customer:
·Hardware inventory is incomplete.
·Users install unsupported software.
·All software purchasing is decentralized.
·Departments use different versions of Microsoft Office.
You need to identify two benefits that support implementing a SAM program for the customer.
Which two benefits should you identify? (Each correct answer presents part of the solution. Choose two.)

A. Decreased licensing costs
B. Decreased IT support costs
C. Improved payment processes
D. Improved project management processes

Answer: A, B

Question: 61

You perform an audit for a customer. The audit identifies the following information:
·Hardware inventory is incomplete.
·Software inventory does not exist.
·Software purchasing is decentralized.???????
You need to identify two benefits that support implementing an ongoing SAM program.
Which two benefits should you identify? (Each correct answer presents part of the solution. Choose two.)

A. Decreased licensing costs
B. Decreased risk of paying non-compliance fines
C. Increased IT budget
D. Reduced compliance responsibility

Answer: A, B

Question: 62

You design a SAM program for a customer.
You implement an asset management system.
You need to design a process to identify all owned software licenses.
What should you integrate into the asset management system?

A. an auto-discovery tool
B. a change management system
C. a human resources system
D. a procurement system

Answer: D

Question: 63

You need to design a SAM program that meets the following requirements:
·Enables the reuse of desktop software licenses.
·Enables the implementation of server virtualization technology.
·Enables a complete refresh of all desktop and server hardware within the next six months.
What should you include in the program?

A. decentralized software decision making
B. decentralized software purchasing
C. network infrastructure mapping
D. software and hardware mapping

Answer: D

Question: 64

You plan to implement a SAM program for a customer. You collect the following information:
·Executive sponsorship and budget approval
·Hardware inventory that includes 60 percent of all computers
·Microsoft License Statement (MLS) that is reconciled against license purchase records
You need to identify the applications installed on all networked computers.
What should you implement?

A. an application patch management tool
B. a SAM program dashboard
C. a software discovery tool
D. a software license tracking tool

Answer: C

Question: 65

Your customer does not track any software licenses. You confirm that the customer is out of compliance with several vendor agreements.
You need to implement a SAM program for the customer.
What should you do first?

A. Stop all software purchases.
B. Purchase and implement a SAM tool.
C. Convert product licenses to volume license agreements.
D. Present the benefits of the SAM program to the customer's executives.

Answer: D

Question: 66

Your customer has a SAM program. The customer installs SAM tools that monitor approved software installations.
You need to monitor whether the customer adheres to approved software installation policies.
What should you do?

A. Perform quarterly inventory verifications.
B. Perform quarterly license metering verifications.
C. Perform quarterly hardware inventory verifications.
D. Perform quarterly human resources audits for new employees.

Answer: A

Question: 67

You maintain a SAM program for a customer. The customer experiences the following recent developments:
·A new SAM tool is purchased.
·The SAM program design is complete.
·The assigned SAM manager leaves the company.
·The SAM program budget is approved and allocated.
You need to maintain the SAM program.
What should you do first?

A. Secure executive sponsorship.
B. Secure the support of the IT department.
C. Recommend starting a new SAM program.
D. Generate a Microsoft Product License Advisor (MPLA) report.

Answer: B

Question: 68

Your customer plans to improve the application recognition of a software inventory tool.
You need to measure the performance of the application recognition function.
Which metric should you use?

A. software purchases compared to software requests
B. software purchases from authorized vendors
C. software requests compared to software installations
D. unknown software executables in the environment

Answer: D

Question: 69

You plan to implement a SAM improvement plan for a customer.
You need to ensure that the customer maintains accurate software purchasing information.
What should you do?

A. Run the SAM ROI Calculator.
B. Monitor all software acquisitions.
C. Optimize the budget approval process.
D. Identify all approved software vendors.

Answer: B

Question: 70

Your software acquisition policy includes the following statements:
·Receiving must be managed.
·Purchasing must be centralized.
You need to improve the software acquisition policy.
Which process should you add to the policy?

A. Collect all historical purchasing information.
B. Collect all historical proof of licenses (POLs).
C. Purchase from any software vendor.
D. Purchase from only approved software vendors.

Answer: D

Question: 71

You manage a software asset lifecycle for a customer. The customer has centralized purchasing.
You discover that some employees purchase software by using their personal credit cards.
You need to control employee software purchases.
What should you do?

A. Monitor employee expense reports on a monthly basis.
B. Identify approved software vendors in the product catalog.
C. Identify reclaimed licenses from decommissioned hardware.
D. Monitor license recovery information based on software usage.

Answer: A

Question: 72

Your customer allows employees to purchase and install software on company computers.
You need to ensure that the customer can take advantage of volume licensing.
What should you do?

A. Identify and purchase all software through approved software vendors.
B. Collect all hardware inventory information and then identify all approved hardware vendors.
C. Implement a software discovery tool and then generate a Microsoft Product License Advisor (MPLA) report.
D. Request a Microsoft License Statement (MLS) and then generate a Microsoft Product License Advisor (MPLA) report.

Answer: A

Question: 73

Your customer has a centralized software purchase process.
You discover that department heads sometimes purchase software by using their personal credit cards.
You need to reduce the amount of software purchasing by the department heads.

What should you do?

A. Implement a software inventory tool.
B. Perform a SAM optimization assessment.
C. Notify the Business Software Alliance (BSA).
D. Establish a SAM awareness and education program.

Answer: D

Question: 74

You plan to manage a deployment process for a customer.
You need to implement a change management system in the customer's server environment.
What should you do?

A. Identify all server hardware purchases.
B. Identify all approved hardware vendors.
C. Monitor costs saved by reusing software.
D. Monitor install, move, add, change (IMAC) activities.

Answer: D

Question: 75

Your customer purchases 80 Windows-based desktop computers that have Microsoft Office Professional preinstalled.
The customer does not have Microsoft Software Assurance.
You need to create a single image for all computers that is compliant with product licensing.
Which media should you include in the image?

A. Windows Vista Business OEM
Office Professional OEM
B. Windows Vista Business OEM
Office Professional Volume Licensing
C. Windows Vista Business Volume Licensing
Office Professional OEM
D. Windows Vista Business Volume Licensing
Office Professional Volume Licensing

Answer: C

Question: 76

You manage the software asset lifecycle for a customer.
The customer's security policy states that employees can only install and use approved software.
You need to implement a process to support the security policy.
Which process should you implement?

A. change management
B. Client Access Licenses (CALs) approval

C. intrusion detection
D. license recovery

Answer: A

Question: 77

Your customer purchases Microsoft Office Project 2003 under a volume license agreement. The customer does not have Microsoft Software Assurance.
The customer installs 200 copies of Project 2007.
You need to ensure that the customer is in compliance with software licensing. The solution must minimize costs.
What should you do?

A. Purchase Microsoft Software Assurance.
B. Purchase 200 full packaged product (FPP) licenses for Microsoft Office Project 2007.
C. Purchase 200 full packaged product (FPP) licenses for Microsoft Office Standard 2007.
D. Purchase 200 Microsoft Office Project 2007 licenses through the customer's volume licensing agreement.

Answer: D

Question: 78

Your software inventory report identifies several installations of unapproved software on employee computers.
You need to implement a process that prevents employees from installing software.
What should you include in the process?

A. Install a network monitoring tool.
B. Update the software and hardware inventory.
C. Request that an IT administrator modify the Group Policy objects (GPOs).
D. Generate a license advisor report and contact the Business Software Alliance (BSA).

Answer: C

Question: 79

Your customer uses Microsoft Office Excel to maintain an inventory of software and hardware assets.
You need to recommend a tool that generates daily reports on changes to the inventory of applications installed on computers.
Which tool should you recommend?

A. a network monitoring tool
B. a procurement tool
C. the SAM ROI Calculator
D. a software asset inventory tool

Answer: D

Question: 80

Your customer completes an internal audit. The audit concludes that the customer does not maintain hardware and software inventories.
You need to implement a process that enables the customer to maintain hardware and software inventories.
Which step should you include in the process?

A. Gather install, move, add, change (IMAC) activities.
B. Collect cost savings information related to reusing software.
C. Purchase all software and hardware from an online auction site.
D. Collect hardware purchase history and generate a Microsoft Product License Advisor (MPLA) report.

Answer: A

Question: 81

Your customer has an Active Directory forest that contains a Microsoft System Center Configuration Manager (CfgMgr) server.
Users have portable computers that are frequently disconnected from the network.
The customer does not have a change management system in place. The current hardware inventory is out-of-date.
You need to update the hardware inventory to meet the following requirements:
·Ensure that all desktop and portable computers are included in the inventory.
·Minimize the amount of time it takes to update the inventory.
What should you do?

A. Perform a network discovery scan.
B. Perform a manual count of all desktop computers.
C. Gather install, move, add, change (IMAC) activities.
D. Gather information from the Active Directory database, the CfgMgr database, and the purchasing history.

Answer: A

Question: 82

Your customer's network consists of one Active Directory forest. The network contains a Microsoft System Center Configuration Manager (CfgMgr) server and a Microsoft System Center Operations Manager (OpsMgr) server.
All computers are joined to the Active Directory domain and have both CfgMgr and OpsMgr clients installed.
You plan to manage the software and hardware retirement process for the customer.
You need to identify all retired desktop computers.
What should you do?

A. Generate a CfgMgr report.
B. Generate an OpsMgr report.
C. Review the Active Directory Group Policy objects (GPOs).
D. Review the Active Directory domain controller event viewer logs.

Answer: A

Question: 83

You manage the software and hardware retirement process for a customer. The customer does not have Microsoft

Software Assurance.
The customer plans to retire desktop computers that have the following characteristics:
·All hardware is more than three years old.
·All desktop computers have Windows preinstalled.
·All Microsoft Office licenses are purchased under a volume license agreement.
You need to recommend a solution for reusing licenses.
What should you recommend?

A. Reuse none of the licenses.
B. Reuse all licenses for Office.
C. Reuse all licenses for Windows.
D. Purchase Software Assurance and reuse all licenses.

Answer: B

Question: 84

You manage all software licenses for a company named Contoso, Ltd. Contoso licenses all Windows desktop computers under an OEM licensing agreement and all Microsoft Office Professional licenses under a volume licensing agreement.
Following an acquisition, Contoso plans to transfer all licenses to an unaffiliated company named Litware, Inc.
You need to transfer all licenses from Contoso to Litware.
Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

A. Complete a transfer request form for all Office licenses.
B. Complete a transfer request form for all Windows licenses.
C. Transfer all desktop computers from Contoso to Litware.
D. Transfer all Certificate of Authenticity (COA) stickers from Contoso computers and to Litware computers.

Answer: AC

Question: 85

Your customer has an office in New York.
The customer plans to donate 400 desktop computers to a local nonprofit organization. All computers have Windows preinstalled.
You need to ensure that the customer can donate the computers and remain in compliance with all applicable licensing agreements. The solution must provide as many hardware and software resources as possible for the nonprofit organization.
What should you do?

A. Remove the operating system and Certificate of Authenticity (COA) from each computer. Transfer the computers to the nonprofit organization.
B. Reinstall Windows by using the original media. Transfer the computers, media, Certificates of Authenticity (COAs), and manuals to the nonprofit organization.
C. Purchase a Windows license for each computer under a volume licensing agreement. Transfer the computer and the license to the nonprofit organization.
D. Remove the hard disks from all computers. Transfer the computers to the nonprofit organization and recommend that they purchase a new Windows license for each computer under a full packaged product (FPP) licensing agreement.

Answer: B