**Topic 1 - Topic 1, Software Asset Core Overview & Fundamentals**

Question #1*Topic 1*

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

* A. Software allocations **Most Voted**
* B. Software models **Most Voted**
* C. Foundation data **Most Voted**
* D. Software contracts
* E. Software entitlements **Most Voted**

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**Correct Answer:** *ABCE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

ABCE (100%)

Question #2*Topic 1*

HOTSPOT -  
Match the best practice method for the amount of data:  
A group of data boxes

Description automatically generated with medium confidence

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**Correct Answer:** *Large amount of data – Discovery; Medium amount of data – Import data; Small amount of data – Manual*

Question #3*Topic 1*

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

* A. One or more use rights assigned to a specific device or user
* B. Classification of the acquired software
* C. The process of standardizing discovered software installation to defined norms **Most Voted**
* D. The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory
* E. Software license details that define use rights

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #4*Topic 1*

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

* A. ServiceNow Service Mapping
* B. HP UCMDB
* C. Microsoft SCCM **Most Voted**
* D. ServiceNow Discovery **Most Voted**
* E. ServiceNow Orchestration

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**Correct Answer:** *CD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

CD (100%)

Question #5*Topic 1*

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

* A. True **Most Voted**
* B. False

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (86%)

14%

Question #6*Topic 1*

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

* A. True
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #7*Topic 1*

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

* A. True
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #8*Topic 1*

When receiving an order, which data point is mandatory?

* A. Assigned To
* B. Cost
* C. Asset Tag **Most Voted**
* D. Serial Number

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #9*Topic 1*

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 **Most Voted**
* E. They are activated by default in the base ServiceNow system

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (87%)

13%

Question #10*Topic 1*

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. **Most Voted**
* 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. **Most Voted**

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**Correct Answer:** *BE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BE (100%)

Question #11*Topic 1*

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 **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

E (100%)

Question #12*Topic 1*

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 **Most Voted**
* C. Software model compliance icons
* D. Filter products
* E. Compliance toggle switch
* F. List of all publishers out of compliance **Most Voted**

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**Correct Answer:** *BF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BF (83%)

AC (17%)

Question #13*Topic 1*

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

* A. Mapping Assist
* B. Transform Map **Most Voted**
* C. Reconciliation Map
* D. Discovery Map

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #14*Topic 1*

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 **Most Voted**
* E. Initiate
* F. All of the above

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (100%)

Question #15*Topic 1*

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 **Most Voted**
* B. product results
* C. software model
* D. model bundles

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (100%)

Question #16*Topic 1*

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

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

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

AC (67%)

CD (33%)

Question #17*Topic 1*

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 **Most Voted**
* D. asset

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (73%)

B (27%)

Question #18*Topic 1*

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

Question #19*Topic 1*

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

* A. SAP **Most Voted**
* B. OpenVMS
* C. Citrix **Most Voted**
* D. NetSuite
* E. Oracle **Most Voted**
* F. IBM **Most Voted**

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**Correct Answer:** *ACEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

ACEF (100%)

Question #20*Topic 1*

Which of the following features aggregates usage over a period of time and specifies a minimum number of hours the software must be used, or date last used?

* A. Software usage metering
* B. Software reconciliation rule
* C. Software reclamation type
* D. Software consumption rule
* E. Software reclamation rule **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

E (100%)

Question #21*Topic 1*

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 **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (67%)

C (33%)

Question #22*Topic 1*

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 **Most Voted**
* C. Microsoft SCCM Integration plugin **Most Voted**
* D. Performance Analytics Premium for Software Asset Management plugin
* E. Orchestration-Client Software Distribution plugin

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**Correct Answer:** *BC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BC (100%)

Question #23*Topic 1*

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 **Most Voted**
* 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 **Most Voted**

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**Correct Answer:** *BE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BE (67%)

BC (33%)

Question #24*Topic 1*

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 **Most Voted**
* D. sys\_admin / asset\_admin

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #25*Topic 2*

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 **Most Voted**
* C. SCCM Application
* D. Software Models
* E. Product Process **Most Voted**
* F. Reclamation Rule **Most Voted**

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**Correct Answer:** *BEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BEF (100%)

Question #26*Topic 2*

Software usage data can be imported utilizing:

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

Question #27*Topic 2*

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

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (89%)

11%

Question #28*Topic 2*

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 **Most Voted**
* B. Create
* C. Delete
* D. Ignore

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (80%)

D (20%)

Question #29*Topic 2*

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

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

Question #30*Topic 2*

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 **Most Voted**
* D. Ensure you have the sam\_user role assigned to you

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #31*Topic 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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

Question #32*Topic 2*

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

* A. True
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #33*Topic 2*

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

* A. samp\_sw\_package **Most Voted**
* B. cmdb\_sw\_product\_model
* C. sam\_content\_library
* D. cmdb\_ci\_spkg

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (100%)

Question #34*Topic 2*

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. Purchage Order (PO)
* B. Software Model
* C. Publisher Part Number (PPN) **Most Voted**
* D. Asset Tag

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #35*Topic 2*

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

* A. Fix script
* B. Scheduled job **Most Voted**
* C. Business rule **Most Voted**
* D. Integration
* E. Workflow

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**Correct Answer:** *BC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

BC (100%)

Question #36*Topic 2*

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #37*Topic 2*

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 **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (89%)

11%

Question #38*Topic 2*

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. **Most Voted**
* 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.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (100%)

Question #39*Topic 2*

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

* A. Nightly **Most Voted**
* 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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (100%)

Question #40*Topic 2*

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. **Most Voted**
* 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.

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

A (100%)

Question #41*Topic 2*

When populating the Downgrade Rights table, if there is no software model corresponding to a discovery map, which of the following is automatically created?

* A. Software Discovery Model
* B. Software Model **Most Voted**
* C. Software Downgrade Model
* D. Software Install Model

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #42*Topic 2*

For software asset management, when software is discovered, the records from the discovered pattern are copied into which table?

* A. cmbd\_sam\_sw\_reconcile
* B. cmbd\_sam\_sw\_discover
* C. cmbd\_sam\_sw\_allocate
* D. cmdb\_sam\_sw\_discovery\_model
* E. cmbd\_sam\_sw\_install **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

E (100%)

Question #43*Topic 2*

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? **Most Voted**
* C. Have I seen you before?
* D. How should I classify you specifically?

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #44*Topic 2*

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 **Most Voted**
* 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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #45*Topic 2*

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 **Most Voted**
* E. Communication

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

D (86%)

14%

Question #46*Topic 2*

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 **Most Voted**
* D. Application Model

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #47*Topic 2*

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 **Most Voted**
* D. Identification

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

C (100%)

Question #48*Topic 2*

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
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #49*Topic 2*

When are discovery models created?

* A. They are manually created
* B. They are automatically created during discovery **Most Voted**
* C. When SAM Plugin is enabled
* D. They are automatically created during reconciliation
* E. They are automatically created during normalization.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #50*Topic 2*

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 **Most Voted**
* C. SAM user
* D. SAM process owner
* E. SAM developer

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/)

*Community vote distribution*

B (100%)

Question #51*Topic 2*

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. **Most Voted**
* C. Custom products are automatically created in the content library.
* D. Custom products should be created for anything included in the content library.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #52*Topic 3*

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #53*Topic 3*

By default, which ServiceNow role can view reconciliation results?

* A. sam\_reconcile\_user
* B. sam\_user **Most Voted**
* C. sam\_viewer
* D. sam\_cmdb\_user

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #54*Topic 3*

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

* A. Discovery
* B. Allocation
* C. Normalization
* D. Reconciliation **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

D (100%)

Question #55*Topic 3*

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 **Most Voted**
* C. True-down cost
* D. Over-licensed cost

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #56*Topic 3*

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 **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #57*Topic 3*

In order to write to the reconciliation results, a user would need the following role in ServiceNow: sam\_reconcile\_user

* A. True
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #58*Topic 3*

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 **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

D (100%)

Question #59*Topic 3*

In defining a Custom License Metric, in the Reconciliation Order field, the \_\_\_\_\_\_\_\_\_\_\_ ‘metric rank priority’ number takes precedence.

* A. Lower **Most Voted**
* B. Impact
* C. Higher
* D. WBS

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

A (100%)

Question #60*Topic 3*

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 **Most Voted**
* B. False

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

A (100%)

Question #61*Topic 3*

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 **Most Voted**
* 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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

A (100%)

Question #62*Topic 3*

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 **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

E (60%)

A (40%)

Question #63*Topic 3*

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

* A. Software License Metric **Most Voted**
* B. Software Product **Most Voted**
* C. Software Allocation
* D. Software Entitlement
* E. Software Publisher **Most Voted**
* F. Software Model **Most Voted**

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**Correct Answer:** *ABEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

ABEF (92%)

8%

Question #64*Topic 3*

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 **Most Voted**
* D. Results for all license metrics related to the software model

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #65*Topic 3*

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

* A. Software Asset > Discovery > Run Reconciliation
* B. Software Asset > Reconciliation > Run Reconciliation **Most Voted**
* 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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #66*Topic 3*

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

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

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**Correct Answer:** *ACE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

ACE (100%)

Question #67*Topic 3*

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

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #68*Topic 3*

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

* A. Publishers
* B. Users **Most Voted**
* C. Cores **Most Voted**
* D. Devices **Most Voted**
* E. Metric Types
* F. Operating Systems
* G. Processors **Most Voted**

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**Correct Answer:** *BCDG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

BCDG (100%)

Question #69*Topic 3*

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 **Most Voted**
* C. Per Named User
* D. Per Core

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #70*Topic 3*

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 **Most Voted**
* D. Per Named User **Most Voted**
* E. Per Core (with CAL)
* F. Per Application Instance
* G. Named User Plus

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**Correct Answer:** *CD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

CD (100%)

Question #71*Topic 3*

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

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

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**Correct Answer:** *ADE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

ADE (100%)

Question #72*Topic 3*

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

* A. True
* B. False **Most Voted**

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #73*Topic 3*

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’ **Most Voted**
* C. ‘Stacked by’
* D. ‘Group by’

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (86%)

14%

Question #74*Topic 3*

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

* A. True
* B. False

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #75*Topic 3*

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

* A. Software Model
* B. Software Allocations
* C. Software Entitlement **Most Voted**
* D. Software Product
* E. Software publisher

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #76*Topic 3*

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 **Most Voted**
* D. Discovery
* E. Deployment management

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #77*Topic 3*

Software license management (SLM) is a key component of the software asset lifecycle. What is its primary objective?

* A. To convert regular per user licenses into subscription licenses
* B. To track, control, and reduce software costs, including costs associated with non-compliance findings during a software audit **Most Voted**
* C. To reserve a block of licenses for a specific group of users and/or user role(s)
* D. To accurately calculate annual true-up cost and total spend on a product
* E. To automatically install and remove software on devices using Workflow and Client Software Distribution (CSD)

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #78*Topic 3*

The Per Named Device license metric licenses which of the following?

* A. A user for a number of installations of software
* B. A device for a number of installations of software
* C. A specific user for a number of installations of software
* D. Cores on a physical server or virtual machine
* E. A specific device for a number of installations of software **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

E (100%)

Question #79*Topic 3*

What is the purpose of the Metric Group on the Software Entitlement record?

* A. To select the group of license metrics to be used on the entitlement **Most Voted**
* B. To select a group to see specific license metrics for a software category
* C. To select a category of specific license entitlement attributes
* D. To select a group to see specific license key attributes

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

A (100%)

Question #80*Topic 3*

ServiceNow Performance Analytics identifies a trend that use of a certain software package has reduced over time. This is a potential indicator of what?

* A. Your company is under-licensed for the product.
* B. Your company needs to renegotiate your contract to get better pricing.
* C. Your company is over-licensed for the product.
* D. Your company needs to retire the unused entitlements.

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #81*Topic 3*

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

* A. License
* B. Allocation
* C. Entitlement **Most Voted**
* D. Workflow

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (67%)

B (33%)

Question #82*Topic 3*

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

* A. Software License
* B. Software Allocation **Most Voted**
* C. Software Model
* D. Software Entitlement
* E. Software Installation

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #83*Topic 3*

Which of the following allocation types are available on an entitlement record in the ServiceNow baseline configuration? (Choose two.)

* A. Device allocations
* B. Country allocations
* C. Company allocations
* D. Department allocations
* E. User allocations

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**Correct Answer:** *AE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #84*Topic 3*

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #85*Topic 3*

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

* A. Improve management controls and drive immediate benefits. **Most Voted**
* 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.

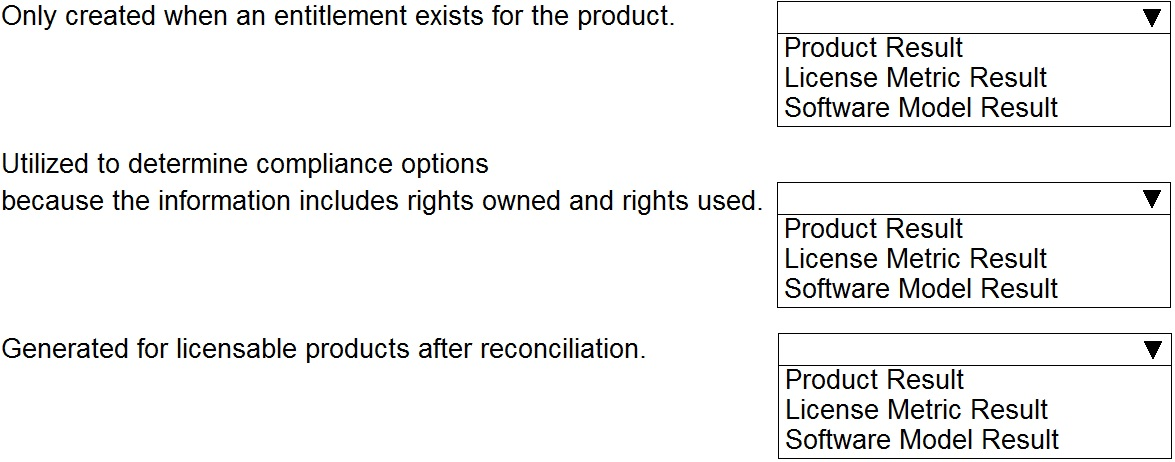
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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

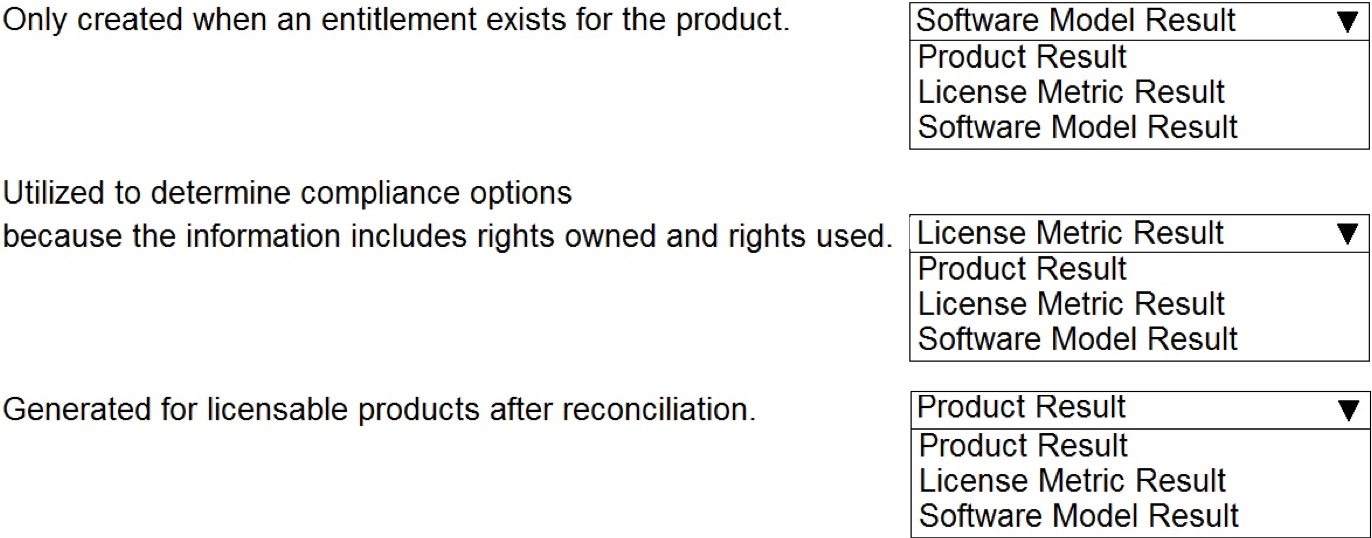
*Community vote distribution*

A (100%)

Question #86*Topic 3*

HOTSPOT -  
Match the type of result levels with the corresponding definition.  


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**Correct Answer:** **

Question #87*Topic 3*

Blacklisted candidates are \_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #88*Topic 3*

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

* A. Financial Management **Most Voted**
* B. Reclamation
* C. Rights Allocation
* D. Inventory Management

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

A (50%)

D (25%)

B (25%)

Question #89*Topic 4*

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

* A. Remove Unallocated Installs **Most Voted**
* B. Remove Duplicate Allocations
* C. Remove Unlicensed Installs **Most Voted**
* D. Remove Blacklisted Installs

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

AC (100%)

Question #90*Topic 4*

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

* A. Software Models Results
* B. Blacklisted Installations
* C. Removal Candidates **Most Voted**
* D. Software Usage

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #91*Topic 4*

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 **Most Voted**
* D. Remove Allocations **Most Voted**
* E. Purchase Rights **Most Voted**

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

CDE (67%)

BCE (33%)

Question #92*Topic 4*

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #93*Topic 4*

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 **Most Voted**
* C. Support
* D. Source
* E. Plan

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #94*Topic 4*

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

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

Question #95*Topic 4*

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

* A. 1 **Most Voted**
* B. 2
* C. 6
* D. 10
* E. Unlimited

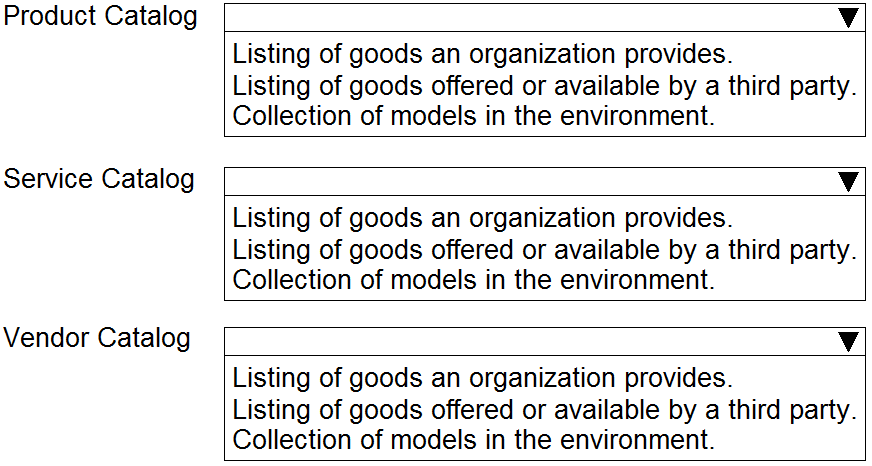
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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

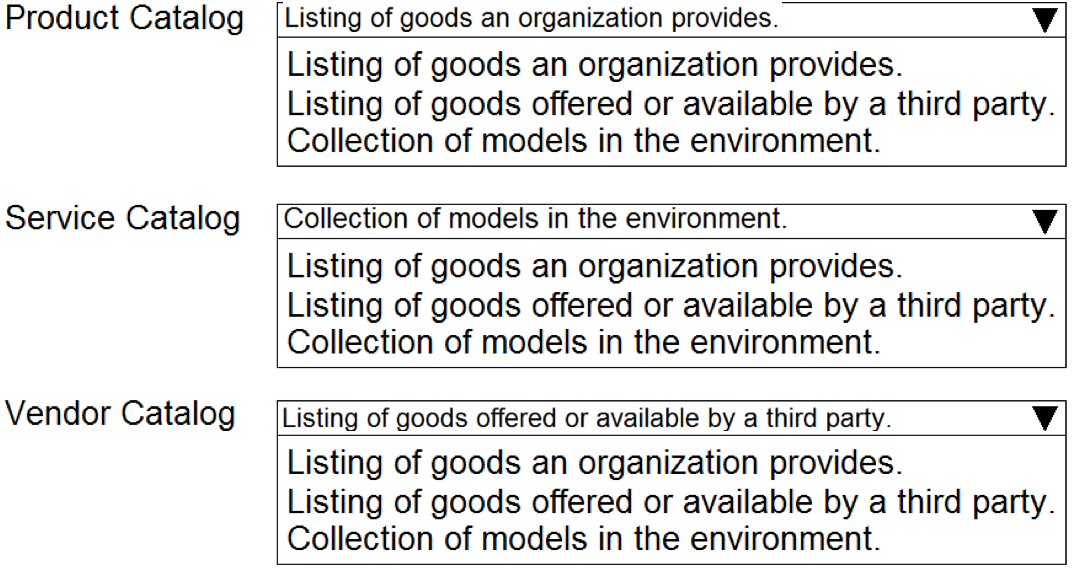
*Community vote distribution*

A (100%)

Question #96*Topic 4*

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


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**Correct Answer:** **

Question #97*Topic 4*

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 **Most Voted**
* C. 3
* D. 1 for each publisher
* E. 1 for each product type

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

B (100%)

Question #98*Topic 4*

Which of the following elements are included in Operational Integration of a SAM practice? (Choose three.)

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

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**Correct Answer:** *BCD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

BCD (100%)

Question #99*Topic 4*

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 **Most Voted**
* C. Cancel **Most Voted**
* D. Activate
* E. Delete
* F. Renew **Most Voted**

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**Correct Answer:** *BCF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

BCF (100%)

Question #100*Topic 4*

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 **Most Voted**
* D. model\_manager
* E. entitlement\_manager

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/2/)

*Community vote distribution*

C (100%)

Question #101*Topic 4*

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #102*Topic 4*

HOTSPOT -  
Match terms with the definitions related to Strategic Conformance:  
A screenshot of a computer program

Description automatically generated

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**Correct Answer:** *A screenshot of a computer program

Description automatically generated*

Question #103*Topic 5*

Software Asset Lifecycle has \_\_\_\_\_\_\_\_\_\_ components.

* A. 8
* B. 6
* C. 7
* D. 5

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #104*Topic 5*

Additional Software Model Lifecycles phases can be added as \_\_\_\_\_\_\_\_\_\_ .

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #105*Topic 5*

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

* A. True
* B. False

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

B (100%)

Question #106*Topic 5*

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 **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #107*Topic 5*

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #108*Topic 5*

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 **Most Voted**
* C. Run the Software Model Lifecycle Report
* D. Revoke all current allocations
* E. Recover the identified software entitlements

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

B (100%)

Question #109*Topic 5*

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

* A. License change projection
* B. Software model lifecycle
* C. Publisher packs
* D. Normalization suggestions
* E. Reconciliation dimensions

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #110*Topic 5*

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.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #111*Topic 5*

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 **Most Voted**
* D. Software Allocation

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #112*Topic 5*

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] **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #113*Topic 5*

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.

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #114*Topic 5*

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

* A. PowerPoint
* B. PDF **Most Voted**
* C. CSV **Most Voted**
* D. XLS **Most Voted**

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**Correct Answer:** *BCD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

BCD (100%)

Question #115*Topic 6*

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

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

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**Correct Answer:** *ACE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

ACE (100%)

Question #116*Topic 6*

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 **Most Voted**
* D. Asset Management
* E. ITSM Software Asset Management

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #117*Topic 6*

Which SAM role must be a trained ServiceNow administrator?

* A. sam\_admin
* B. sam\_developer **Most Voted**
* C. discover\_admin
* D. entitlement\_manager
* E. model\_manager

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

B (100%)

Question #118*Topic 6*

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

* A. Software license details that define use rights
* B. One or more use rights assigned to a specific device or user
* C. Classification of the acquired software
* D. The process of standardizing discovered software installation data to defined norms
* E. The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

E (100%)

Question #119*Topic 6*

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 **Most Voted**
* E. SAM user

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #120*Topic 6*

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. **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #121*Topic 6*

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 **Most Voted**
* B. The end date must be greater than the start date
* C. Publisher Part Number and Software Model not found **Most Voted**
* D. Duplicate entry **Most Voted**
* E. Publisher Part Number already exists

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**Correct Answer:** *ACD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

ACD (100%)

Question #122*Topic 6*

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

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**Correct Answer:** *CB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

AB (100%)

Question #123*Topic 6*

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

* A. Software Discovery Mode **Most Voted**
* B. Software Installation Model
* C. Software Model
* D. Software Normalization Model
* E. Software Reconciliation Model

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

A (100%)

Question #124*Topic 6*

When a software title is transferred between vendors, the content library download and update feature will automatically propagate those changes to which of the following? (Choose three.)

* A. Software entitlements **Most Voted**
* B. Software reconciliations
* C. Software models **Most Voted**
* D. Transform maps
* E. Discovery models **Most Voted**

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**Correct Answer:** *ACE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

ACE (100%)

Question #125*Topic 6*

When creating a transform map to map software installation data into the appropriate SAM table, why would you set the coalesce values for the u\_display\_name. u\_publisher, u\_version, u\_installed\_on, and u\_assigned\_to fields to be true? (Choose two.)

* A. To ensure that you import all these fields into the table
* B. To avoid duplication of data **Most Voted**
* C. To ensure completeness of data
* D. To ensure that if all fields match an existing record on import, that a new record is created
* E. To ensure that if all fields do not match an existing record on import, that a new record is created **Most Voted**

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**Correct Answer:** *BE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

BE (100%)

Question #126*Topic 6*

What information is required when importing device allocations? (Choose three.)

* A. Software model associated with the allocation
* B. Purchase order of the device
* C. User assigned to the device
* D. Entitlement associated with the allocation
* E. Quantity of rights allocated to the device

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**Correct Answer:** *ADE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #127*Topic 6*

Within ServiceNow Discovery, the Scanning phase determines what?

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

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #128*Topic 6*

Software models are used to connect purchased software rights with discovered software installations via which mechanism?

* A. Transform Map
* B. Software Discovery Model
* C. Software Discovery Map **Most Voted**
* D. Reconciliation Map
* E. Software Install Model

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #129*Topic 6*

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
* E. Business rule, Workflow, Import

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #130*Topic 6*

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 **Most Voted**
* D. Probes **Most Voted**
* E. Sensors **Most Voted**

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**Correct Answer:** *CDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

CDE (75%)

ADE (25%)

Question #131*Topic 6*

What does the acronym “CAL” stand for?

* A. Client Access Limit
* B. Computer Access License
* C. Client Access License **Most Voted**
* D. Concurrent Access License

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #132*Topic 6*

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

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

B (100%)

Question #133*Topic 6*

By default, which ServiceNow role can read, but not create, a custom license script?

* A. sam\_developer
* B. sam\_user
* C. sam\_reconcile\_user
* D. sam\_admin **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #134*Topic 6*

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 **Most Voted**
* E. License allocation

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #135*Topic 6*

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 **Most Voted**

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #136*Topic 6*

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

* A. sam\_user
* B. sam\_reconcile\_user
* C. sam\_cmdb\_user
* D. sam\_admin **Most Voted**
* E. sam\_manager

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #137*Topic 6*

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 **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

E (100%)

Question #138*Topic 6*

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

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #139*Topic 6*

When reconciliation is run, what information does the software product results display?

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #140*Topic 6*

When reconciliation is run, what information does the software publisher results display?

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

A (100%)

Question #141*Topic 6*

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 **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

D (100%)

Question #142*Topic 6*

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.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

Question #143*Topic 6*

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

* A. sam\_reconcile\_user
* B. sam\_user **Most Voted**
* C. sam\_viewer
* D. sam\_cmdb\_user
* E. sam\_manager

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

B (100%)

Question #144*Topic 6*

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 **Most Voted**
* D. Last Used Only

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #145*Topic 6*

Which catalog provides a collection of models in the environment?

* A. Service Catalog
* B. Item Catalog
* C. Product Catalog **Most Voted**
* D. Vendor Catalog
* E. Model Catalog

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #146*Topic 6*

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 **Most Voted**
* D. Incident Management

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

C (100%)

Question #147*Topic 6*

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

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

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**Correct Answer:** *AD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

AD (100%)

Question #148*Topic 6*

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 **Most Voted**
* D. Remove Unallocated Installs **Most Voted**
* E. Remove Unlicensed Installs **Most Voted**
* F. Create Allocations **Most Voted**
* G. Remove Allocation **Most Voted**

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**Correct Answer:** *CDEFG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

CDEFG (100%)

Question #149*Topic 6*

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

* A. New **Most Voted**
* B. Cancelled
* C. Void **Most Voted**
* D. Complete **Most Voted**
* E. Done
* F. In Progress **Most Voted**

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**Correct Answer:** *ACDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

ACDF (100%)

Question #150*Topic 6*

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

* A. sam\_spend\_import **Most Voted**
* B. sam\_spend\_manager
* C. sam\_user
* D. sam\_admin **Most Voted**
* E. procurement\_user

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**Correct Answer:** *AD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/3/)

*Community vote distribution*

Question #151*Topic 6*

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 **Most Voted**
* C. Information entered by the publisher
* D. Information provided by the software library
* E. Information provided by the publisher pack

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

B (100%)

Question #152*Topic 6*

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

* A. Upgrade **Most Voted**
* B. Perpetual **Most Voted**
* C. Perpetual + Subscription
* D. Perpetual + Maintenance **Most Voted**
* E. Subscription

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

ABD (100%)

Question #153*Topic 6*

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

* A. They are automatically converted into regular licenses **Most Voted**
* 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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

A (100%)

Question #154*Topic 6*

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 **Most Voted**
* E. License Workbench Report

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

D (100%)

Question #155*Topic 6*

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

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

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**Correct Answer:** *ABE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

ABE (67%)

ACD (33%)

Question #156*Topic 6*

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. **Most Voted**
* 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.

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

B (100%)

Question #157*Topic 6*

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 **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

E (100%)

Question #158*Topic 6*

Within ServiceNow Discovery, the Classification phase determines what?

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #159*Topic 6*

When loading a large amount of software installation data, which is the best method to use?

* A. Use Discovery **Most Voted**
* B. Modify a workflow
* C. Manually add through ServiceNow forms
* D. Import data
* E. Create a business rule

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

A (100%)

Question #160*Topic 6*

The Per Named User license metric licenses which of the following?

* A. A user for a number of installations of software
* B. A device for a number of installations of software
* C. A specific user for a number of installations of software
* D. Cores on a physical server or virtual machine
* E. A specific device for a number of installations of software

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #161*Topic 6*

What is the most significant risk your organization is exposed to when you continue to use end-of-life / end-of support software?

* A. No access to redacted software features
* B. Overspending on outdated software
* C. Potential security threats
* D. Potential performance issues

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #162*Topic 6*

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

* A. Software Asset Results
* B. Software Model Results
* C. Software Entitlement Results
* D. SAM Analytics Results

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #163*Topic 6*

Which of the following are tiers of software reconciliation results? (Choose two.)

* A. Software Allocation
* B. Software Vendor
* C. Software Entitlement
* D. Software License Metric
* E. Software Product

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**Correct Answer:** *BE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #164*Topic 6*

Baseline license metrics are defined for which of the following? (Choose three.)

* A. Cores
* B. Metric Types
* C. Publishers
* D. Devices
* E. Operating Systems
* F. Processors

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**Correct Answer:** *ADF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #165*Topic 6*

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

* A. Create Entitlements
* B. Remove Allocations **Most Voted**
* C. Remove Unallocated Installs **Most Voted**
* D. Remove Unlicensed Installs
* E. Remove Metric Attributes

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**Correct Answer:** *AB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

BC (100%)

Question #166*Topic 6*

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

* A. Complete
* B. New
* C. Done
* D. Cancelled
* E. In Progress

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**Correct Answer:** *ABE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #167*Topic 6*

What are Restricted software installations?

* A. Software installations that are unlicensed and unallocated
* B. Software installations with low usage
* C. Software installations with no usage
* D. Software installations that are not normalized
* E. Software installations that are unauthorized for use

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #168*Topic 6*

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

* A. Notify users of the software retirement
* B. Expire any active software entitlements **Most Voted**
* C. Uninstall all instances of the software
* D. Recover the software entitlements

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

B (100%)

Question #169*Topic 6*

After importing your entitlements via the template where would you navigate to address any entitlement import errors?

* A. System Import Sets > Load Data > Entitlement Import Errors
* B. Software Asset > Licensing > Import Entitlements
* C. Software Asset > Administration > Job Results
* D. Software Asset > Licensing > Entitlement import Errors

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

D (100%)

Question #170*Topic 6*

Which are valid States of Remediation Options on the Software Asset Workspace License usage view after reconciliation has been run? (Choose three.)

* A. In Progress
* B. Done
* C. Cancelled
* D. Complete
* E. New

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**Correct Answer:** *ABE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

ADE (100%)

Question #171*Topic 6*

Which feature provides step-by step guidance for setting up entitlements?

* A. Guided Walkthrough Playbook
* B. Software Shipment Notice
* C. Guided Entitlement Workflow
* D. Entitlement Import

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #172*Topic 6*

Which tab of the License usage view is used to reclaim software licenses that are not being used?

* A. Reconciliation
* B. Entitlements
* C. Removal Candidates
* D. Reports
* E. Publishers
* F. Software Model Results

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #173*Topic 6*

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

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #174*Topic 6*

Which feature provides detailed, actionable information for software reconciliation?

* A. Software Asset Workspace Success portal view
* B. Software Asset Workspace Software asset analytics view
* C. Software Asset Workspace License usage view
* D. Software Asset Workspace License operations view
* E. Software Asset Workspace Normalization suggestions view

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #175*Topic 6*

By default, which persona is responsible for ensuring that the SAM program is rolled out and executed correctly and consistently across the organization?

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #176*Topic 6*

Which role is required to create custom license metrics?

* A. sam\_admin
* B. sam\_user
* C. sam\_developer
* D. sam\_architect

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

A (100%)

Question #177*Topic 6*

Which steps are required to load software data into ServiceNow using system import sets? (Choose three.)

* A. Create transform map
* B. Design template
* C. Reconcile data
* D. Load data
* E. Run transform

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**Correct Answer:** *ADE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #178*Topic 6*

What Microsoft maintenance program enables you to step up a standard version of your software to an enterprise edition?

* A. Microsoft Software Maintenance
* B. Microsoft Software Assurance
* C. Microsoft Software Enterprise
* D. Microsoft Software Upgrade

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #179*Topic 6*

During the Source Request task, the SAM manage or administrator has what options? (Choose two.)

* A. Add purchase order
* B. Transfer allocation
* C. Reclaim license
* D. Reassign task
* E. Add allocation

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**Correct Answer:** *AE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #180*Topic 6*

When importing and/or manually entering software entitlement data into SAM you find that you do not have the Publisher Part Number (PPN) for several of your entitlements. What essential information is required in order for you to successfully add these entitlement records?

* A. Agreement type, Purchased rights, Product, Asset tag, and Vendor
* B. Publisher, Product, Version, Edition, Platform, and Language
* C. Publisher, Product, License type, Purchased rights, Metric group, and License metric
* D. Version, Edition, Platform, Purchased rights, Vendor, and Contract number

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #181*Topic 6*

Which application or feature can be used in baseline Software Asset Management (SAM) Professional to import software usage data?

* A. Other third-party sources
* B. АРМ
* C. Discovery
* D. SCCM

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #182*Topic 6*

What methods can you use to store contract terms with your contracts? (Choose two.)

* A. Attach a PDF of the contract to the contract record
* B. Add the details in the Terms and Conditions section of the contract record
* C. Add a link m the software entitlement record to the contract details stored in another location
* D. Add the details in the Contract section of the software entitlement record
* E. Add a link to the contract details the Assets covered record

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**Correct Answer:** *AB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #183*Topic 6*

When using the ServiceNow Client Software Distribution (CSD) product in conjunction with Microsoft System Center Configuration Manager (SCCM) to automatically remove software and reclaim license rights in your environment which of the following is required?

* A. The software to be removed must have been installed by SCCM
* B. You must purchase Orchestration separately in order to revoke software and reclaim license rights using SAM Pro
* C. The software to be removed must have been discovered by SCCM
* D. An SCCM configuration record must be created to identify the application and the associated software discovery mode **Most Voted**

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

D (100%)

Question #184*Topic 6*

What SAM feature automatically adds the next version and downgrade rights to a software model?

* A. Content Service
* B. Software edition
* C. Software entitlements **Most Voted**
* D. Discovery model

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

B (50%)

C (50%)

Question #185*Topic 6*

What statuses can a product have under the Software Asset Workspace License usage view on the Details tab? (Choose two.)

* A. Compliant
* B. Partially Compliant
* C. Publisher Compliant
* D. Fully Compliant
* E. Not Compliant

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**Correct Answer:** *AE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #186*Topic 6*

License Change Projection works for which of the following change types? (Choose two.)

* A. Normal **Most Voted**
* B. Standard
* C. Critical
* D. Urgent
* E. Emergency **Most Voted**

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**Correct Answer:** *AB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

AE (100%)

Question #187*Topic 6*

What is the definition of Partially Normalized?

* A. A discovery model was normalized based on publisher product version fields
* B. A discovery model was normalized based on publisher field a one
* C. A discovery model was normalized based on publisher and product fields only
* D. The software discovery model has not yet competed its run through the normalization process
* E. A discovery model normalized based on product field alone

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

C (100%)

Question #188*Topic 6*

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

* A. Per Core
* B. Per Device
* C. Per Named User
* D. Per Named Device
* E. Per user

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

CD (100%)

Question #189*Topic 6*

When Discovery identifies installed software in your environment, what table does it automatically store this data in?

* A. Discovered Software installation [cmdb\_disco\_sw\_install]
* B. Software installation [cmdb\_sam\_sw\_install]
* C. Discovered Software Model [cmdb\_disco\_software\_pfoduct\_model]
* D. Product Result [samp\_product\_result]

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #190*Topic 6*

What navigational functions does the Software Asset Workspace License usage view provide on the product Details tab? (Choose three.)

* A. Remediation options
* B. Unlicensed installs
* C. Filter products
* D. Expand and collapse tree links
* E. Expand All

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

CDE (100%)

Question #191*Topic 6*

Where can the Software Model Results, Removal Candidates, Entitlements, and Remediation Options related lists be accessed on the Software Asset Workspace after a reconciliation is run?

* A. License usage view
* B. Software Model Results view
* C. Software Edition Results view
* D. Software Management Results

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

A (50%)

B (50%)

Question #192*Topic 6*

Software discovery models are stored in which table?

* A. cmbd\_sam\_sw\_reconcile
* B. cmbd\_sam\_sw\_install
* C. cmbd\_samp\_sw\_discover
* D. cmbd\_sam\_sw\_dsicovery\_model **Most Voted**
* E. cmbd\_sam\_sw\_discovery

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

D (100%)

Question #193*Topic 6*

What are Microsoft Office 365 reserved licenses used tor?

* A. To reserve a block of licenses for a specific group of users and/or user role(s)
* B. To convert subscription licenses to regular per device licenses
* C. To accurately calculate annual true-up cost and total spend on a product
* D. To convert regular per user licenses into subscription licenses

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #194*Topic 6*

Which SAM role grants a user the ability to set reclamation rules?

* A. sam\_admin
* B. sam\_integrator
* C. sam\_user
* D. sam\_analyst

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #195*Topic 6*

To accurately report your true up costs during reconciliation, what must you update In your software models? (Choose two.)

* A. License cost
* B. Reserved license estimated cost
* C. License cost plus reserve license cost
* D. Maintenance cost
* E. License cost plus maintenance cost plus reserved license cost

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**Correct Answer:** *AE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

*Community vote distribution*

AD (100%)

Question #196*Topic 6*

When creating entitlements on the Software Entitlement Form and selecting a product Publisher Part Number (PPN), what information is defaulted from the PPN? (Choose two.)

* A. License metric
* B. Vendor name
* C. License type
* D. Agreement type
* E. Contract number

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #197*Topic 6*

When creating a purchase order, which feature allows sourcing a software model from multiple providers?

* A. Catalog item
* B. Vendor Catalog item
* C. Company
* D. Product Model

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #198*Topic 6*

When no base system integration exists what SAM feature can a software asset manager use to create a custom integration to SaaS Software?

* A. Ad-hoc Connectors
* B. Store Connectors
* C. SaaS License Connections
* D. PaaS connectors

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #199*Topic 6*

Using content library data to track a software model’s lifecycle phase assists which ServiceNow product to perform application rationalization?

* A. Integrated Risk Management
* B. Technology Portfolio Management
* C. Incident Management
* D. HR Management

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #200*Topic 6*

Which consolidated dashboard in the new SAM Professional workspace enables you to organize, evaluate and view key metrics for Microsoft Office 365 and Adobe Cloud?

* A. Engineering license overview dashboard
* B. Optimization and savings dashboard
* C. Normalization and content dashboard
* D. License usage dashboard
* E. SaaS overview dashboard

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/4/)

Question #201*Topic 6*

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

* A. Remediation
* B. Allocation
* C. Discovery
* D. Normalization
* E. Reconciliation

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

Question #202*Topic 6*

During the normalization process a discovery model can be fully normalized based on which of these fields? (Choose three.)

* A. Product
* B. Asset tag
* C. Version
* D. License metric
* E. Vendor
* F. Publisher

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**Correct Answer:** *ACF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

*Community vote distribution*

ACF (100%)

Question #203*Topic 6*

To automatically install software on devices using Workflow and Client Software Distribution (CSD) you must procure a separate license for what?

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

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

Question #204*Topic 6*

Within ServiceNow Discovery, the Identification phase determines what?

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

*Community vote distribution*

A (100%)

Question #205*Topic 6*

What is unmanaged spend when viewing the Software Spend Detection Overview dashboard?

* A. The total spend for transactions where the publisher and product are identified but there's no software model identified for the product
* B. The total spend for transactions where the publisher, product, and software model are identified but there's no software installations identified for the product
* C. The total spend for transactions that are not identified as an accounts payable spend or an expense spend
* D. The total spend for transactions that are identified for an unmanaged publisher

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

*Community vote distribution*

A (100%)

Question #206*Topic 6*

When loading a small amount of data (i.e., a few records), which is the best method to use?

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

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

Question #207*Topic 6*

Does Performance Analytics (PA) come with Software Asset Management Professional?

* A. Yes as an add-on subscription
* B. Yes, you get full PA
* C. Only if Orchestration has also been licensed
* D. Yes, but if you want to use it for other than SAM it requires additional licensing
* E. No, you must license it separately

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

Question #208*Topic 6*

When is it appropriate to create custom software products in Software Asset Management? (Choose two.)

* A. Custom products are automatically created for anything in the Content Library
* B. Custom products need to be created for subscriptions
* C. When the product is not included m the Content Library
* D. When you want to exclude product details from being provided to ServiceNow
* E. When the product is developed in-house

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**Correct Answer:** *CE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

Question #209*Topic 6*

What is required to manage utilization of the Software Asset Management Content Service?

* A. The service must be opted in to and can be opted out of n the future if required
* B. The service is automatically enabled through the baseline installation but can be opted out of if required
* C. A script must be defied to identify what information should be shared with the Content Service
* D. Nothing. The service is automatically enabled and cannot be opted out of
* E. The service must be opted in to but, once enabled, it cannot be opted out of

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-sam/view/5/)

*Community vote distribution*

A (100%)