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

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**

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**

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**

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**

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

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**

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.

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

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

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/3/)

*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/3/)

*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/3/)

*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/3/)

*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/3/)

*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/3/)

*Community vote distribution*

BCDG (100%)

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

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/4/)

*Community vote distribution*

A (100%)

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

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

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

84>

A screenshot of a computer screen

Description automatically generated

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
* D. Software Usage

Which of the following remediation options can be performed on an individual user or device basis? (Choose three.)

* A. Remove Unallocated Installs
* B. Remove Unlicensed Installs
* C. Create Allocations
* D. Remove Allocations
* E. Purchase Rights

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

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

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

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/5/)

*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

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

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
* D. Software Allocation

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/5/)

*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/5/)

*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

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/5/)

*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/5/)

*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

Question #123*Topic 6*

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

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

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**

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/6/)

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

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**

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

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**

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

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

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

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**

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. **Most Voted**
* E. The software installation has not been fully reconciled.

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

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

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**

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/6/)

*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

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

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

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

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

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

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

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

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

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

176. Which role is required to create custom license metrics?

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

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

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

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
* D. Discovery model

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

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

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

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

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/8/)

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/8/)

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