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QUESTION 1

Which of these elements is part of the taying there stage of implementation?

- A. Occasionally completing surprise or ad hoc reviews and audits
- B. Continuously emphasise the importance of the SAM process to all ICT and business personnel
- C. Developing and measuring metrics that demonstrate continuous improvement and year on year trend
- D. Selecting, testing and deploying new or updated SAM tools.

Correct Answer: B

QUESTION 2

What is the MOST essential activity that should be done after the Business Case is approved and is often overlooked?

- A. Continue to sell the business case to users
- B. Communicate project progress
- C. Show stakeholders the results
- D. Include interested parties in the project kick off meeting.

Correct Answer: A

QUESTION 3

An organisation software policy should include information in many areas.

- 1.The use of illegal or pirated software
- 2.The copying of software
- 3.The selection and evaluation process
- 4.A list of all users

Which of the above areas should be included?

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- A. All of them
- B. 1, 3 and 4 only
- C. 1, 2, and 3 only
- D. 2, 3 and 4 only

Correct Answer: C

QUESTION 4

Which of the following statements is TRUE? 1.SAM Processes do not relate to in-house developed software because there are no licensing issues 2.SAM processes relate to all areas apart from network equipment because network software is not licensed

- A. Both of them
- B. 2 only
- C. Neither of them
- D. 1 only.

Correct Answer: C

QUESTION 5

What is the essential FIRST step in initiating a SAM project?

- A. Deploy a software usage tool to identify the scale of the problem and document all associated risks
- B. Develop and communicate an overall SAM policy
- C. Develop and implement a SAM processes and procedures
- D. Develop a clear vision and strategy that is owned by senior management.

Correct Answer: D

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