

CIS-SAM^{Q&As}

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QUESTION 1

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

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/product-catalog/concept/c_ProductCatalog.html

QUESTION 2

By default, which ServiceNow role can view reconciliation results?

- A. sam_reconcile_user
- B. sam_user
- C. sam_viewer
- D. sam_cmdb_user

Correct Answer: B

When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results. Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

QUESTION 3

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
- D. Application Model

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0859817

QUESTION 4

HOTSPOT

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

Hot Area:

Product Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
Collection of models in the environment.	

Service Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
Collection of models in the environment.	

Vendor Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
Collection of models in the environment.	

Correct Answer:

Product Catalog

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Service Catalog

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

Vendor Catalog

Listing of goods an organization provides.
Listing of goods offered or available by a third party.
Collection of models in the environment.

QUESTION 5

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

Correct Answer: C

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