

## CIS-SAM<sup>Q&As</sup>

Certified Implementation Specialist - Software Asset Management

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## QUESTION 1

### HOTSPOT

Match terms with the definitions related to Strategic Conformance:

Hot Area:

Software entitlement rights to utilize previous or future versions.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Ability to utilize the software for a limited amount of time.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Specific number of users or devices that can access a product.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Compliance dashboards.

▼
Client Access
Publisher Pack
Downgrade/Upgrade
Software Subscription

Correct Answer:

Software entitlement rights to utilize previous or future versions.

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Reference: [https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/task/t\\_AddASoftwareEntitlement.html](https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/task/t_AddASoftwareEntitlement.html)

**QUESTION 2**

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

Correct Answer: AE

Reference: [https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t\\_AddAnEntitlementAllocationSAMF.html](https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t_AddAnEntitlementAllocationSAMF.html)

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### QUESTION 3

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

A. True

B. False

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/kingston-software-asset-management/page/product/software-asset-management2/concept/c\\_SAMContentService.html](https://docs.servicenow.com/bundle/kingston-software-asset-management/page/product/software-asset-management2/concept/c_SAMContentService.html)

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### QUESTION 4

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

Correct Answer: B

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### QUESTION 5

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

A. Software Retirement

B. Software License Contracts

C. Software Sourcing

D. License Change Projection

E. Software Entitlements

F. Software Allocations

G. Software Model Lifecycle

Correct Answer: EFG

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