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QUESTION 1

The following SAM objective is part of which implementation stage? "Review of the risk register and the implementation of software risk mitigation actions using cost justifiable countermeasures".

A. Staying there

B. Getting there

C. Preparation

D. Proving you are staying there.

Correct Answer: B

QUESTION 2

As part of the taying there phase of implementation, it is essential that SAM processes are institutionalised and become part of what?

A. Everyone\\'s everyday job

B. Standard operating procedures.

C. ICT

D. Project planning.

Correct Answer: A

QUESTION 3

Which of the following are Service Continuity and Availability Management activities?

1.Ensuring the SAM database is backed up 2.Ensuring proofs of licenses are stored with adequate backup in the event of fire 3.Ensuring that hot backup systems are licensed

A. 2 and 3

B. 2 only

C. 1 and 2

D. All of them

Correct Answer: D

QUESTION 4

Which of the following organizations would you LEAST expect to contact for advice on SAM?

A. BSA

B. BSI

C. FAST

D. itSMF.

Correct Answer: D

QUESTION 5

Which of these elements is part of the preparation stage of implementation?

A. Identifying and assessing software risks and creating a risk register

B. Occasionally completing surprise or ad hoc reviews and audits

C. Highlighting any problems and raising the profile of continued non-conformance

D. Continuously emphasise the importance of the SAM process to all ICT and business personnel.

Correct Answer: A

QUESTION 6

Which of the following should be considered when outsourcing elements of the SAM processes?

1.The conflicts of interest regarding asset information 2.The ownership of software licenses 3.The Software development costs

A. All of them.

B. 1 and 3.

C. 1 and 2.

D. 2 and 3.

Correct Answer: C

QUESTION 7

Which of the following does ITIL recommend the use of for the management of software assets?

1.Definitive Software Library 2.Configuration Management Database

A. 1 only

B. 2 only

C. Neither

D. Both.

Correct Answer: D

QUESTION 8

Which of the following is NOT one of the SAM Logistics processes?

A. Requirements definition

B. Retirement.

C. Licensing Compliance

D. Procurement.

Correct Answer: C

QUESTION 9

What method of metering would be BEST suited to a concurrent license based application?

A. Active

B. Selective

C. Non-selective.

D. Passive.

Correct Answer: A

QUESTION 10

When selling the Business Case which of the following are essential?

1.Identifying a senior-level champion 2.Select a leading audit tool 3.Propose a solution that is compatible with current technology 4.Select the lowest cost solution

A. 1 and 4

B. 2, 3 and 4

C. 1 only

D. 4 only

Correct Answer: C