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QUESTION 1

What table is populated with the content library data that is pulled from the content service?

- A. samp_sw_package
- B. cmdb_sw_product_model
- C. sam_content_library
- D. cmdb_ci_spkg

Correct Answer: D

QUESTION 2

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

Correct Answer: E

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

QUESTION 4

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
- C. SCCM Application
- D. Software Models
- E. Product Process
- F. Reclamation Rule

Correct Answer: CDE

QUESTION 5

Select the field attribute that indicates whether this product result is from the most recent reconciliation run.

- A. Current
- B. Last
- C. Active
- D. Latest

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_ViewSWModelResultsSAMF.html

QUESTION 6

Any product that accurately discovers software installations on computers in an environment can be used as the source for a Software Installation data.

- A. True
- B. False

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-operations-management/page/product/discovery/concept/c_DiscoSWAssetMgmtTableSchema.html

QUESTION 7

Discovery models may not be fully normalized until updated content is downloaded from the ServiceNow Software Content Library. How do you determine if the content has been downloaded?

- A. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard.

- B. Determine if the business rule "Create a Software Normalization Download" has been triggered yet or not.
- C. Query the scheduled job reports to determine if the "Software Content Library Download" (samp_cds_download) job has completed yet.
- D. Review the number of records in the samp_product_map table. If there are ~7,700 records in the table, the download has completed at least once.

Correct Answer: B

QUESTION 8

What list can include manual creation, remediation options, and reclamation rules?

- A. Software Models Results
- B. Blacklisted Installations
- C. Removal Candidates
- D. Software Usage

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html

QUESTION 9

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

QUESTION 10

When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

- A. True
- B. False

Correct Answer: B

When reconciliation is run, a list of reconciliation results is created that shows the compliance status of software products with respect to discovery and entitlements. Users with the sam_user role can view reconciliation results. Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/concept/c_SAMReconciliationSAMF.html

QUESTION 11

When are discovery models created?

- A. They are manually created
- B. They are automatically created during discovery
- C. When SAM Plugin is enabled
- D. They are automatically created during reconciliation
- E. They are automatically created during normalization.

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/asset-management/concept/c_UsingSoftwareDiscoveryModels.html

QUESTION 12

Within Software Asset Management there are many key terms to understand, what is the best definition for Software Allocation?

- A. One or more use rights assigned to a specific device or user.
- B. Something acquired with use rights.
- C. The process of normalizing a discovered software installation to standardized values.
- D. Finding and recognizing software or a software feature on a device.

Correct Answer: C

QUESTION 13

What is used to determine if installations are a part of a suite only when the suite parent is not discovered on a device?

- A. inference percent
- B. product results
- C. software model
- D. model bundles

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/task/t_CreateAndManageSWSuiteSAMF.html

QUESTION 14

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

QUESTION 15

Which feature provides detailed, actionable information for software reconciliation?

- A. License Workbench
- B. License Position Report
- C. Normalization and Content Service dashboard
- D. Normalization Suggestions
- E. Historical Results

Correct Answer: E

Reference: https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html

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