

CIS-SAM^{Q&As}

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QUESTION 1

When populating the Downgrade Rights table, if there is no software model corresponding to a discovery map, which of the following is automatically created?

- A. Software Discovery Model
- B. Software Model
- C. Software Downgrade Model
- D. Software Install Model

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/software-asset-management2/concept/downgrade-rights.html>

QUESTION 2

An allocation is automatically created in which of the following scenarios? (Choose two.)

- A. After receiving the rights for software from a purchase order
- B. After a Create allocation remediation option has been taken
- C. After reconciliation runs and identifies that rights are `Not allocated in use\`
- D. When a software installation is discovered
- E. After successfully sourcing a request via an existing entitlement

Correct Answer: CE

QUESTION 3

What is the purpose of an external audit?

- A. To ensure your users are not running any blacklisted software
- B. To determine compliance with internally-defined vendor processes
- C. To determine compliance with signed vendor agreements/contracts
- D. To ensure your entitlements do not exceed your allocations
- E. To determine compliance with licensing agreements regarding who, how, and when freeware software is being used

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/rome-governance-risk-compliance/page/product/grc-vendor->

risk/concept/what-is-vendor-risk.html

QUESTION 4

Creation of a template can help facilitate future data imports and be reused to import and transform data.

- A. True
- B. False

Correct Answer: B

QUESTION 5

Which license metric would be used for software that is only allowed to be installed on one computer per license right?

- A. Per Processor
- B. Per Named Device
- C. Per Named User
- D. Per Core

Correct Answer: A

QUESTION 6

For software asset management, when software is discovered, the records from the discovered pattern are copied into which table?

- A. cmbd_sam_sw_reconcile
- B. cmbd_sam_sw_discover
- C. cmbd_sam_sw_allocate
- D. cmdb_sam_sw_discovery_model
- E. cmbd_sam_sw_install

Correct Answer: E

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

QUESTION 7

Which of the following SAM roles has permission to grant a user the script writing capability?

A. discover_admin

B. sam_admin

C. sam_developer

D. asset

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/madrid-software-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html

QUESTION 8

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

QUESTION 9

Within ServiceNow Discovery, the Exploration phase determines what?

A. Are you there? How will I classify you?

B. What else can you tell me about yourself?

C. Have I seen you before?

D. How should I classify you specifically?

Correct Answer: D

QUESTION 10

The license metric attributes related list contains metric values set in software entitlements, and is used for reconciliation (metric group, license metric, and software model combination).

A. True

B. False

Correct Answer: A

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

QUESTION 11

Which of the following statements is incorrect with regards to on-premise import and export of Content Service data?

- A. Clicking on the "Manage Software Library" module takes the user to an interceptor page where they can select to import or export data.
- B. On-premise instances do not receive automatic Software Library updates.
- C. Normalization content is eligible for the export feature.
- D. By default, you are opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin.
- E. You must opt-in to the SAM Content Service through the Content Service setup page.

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/hardware-asset-management/task/import-export-ham.html>

QUESTION 12

The definition for _____ in the Reconciliation Product result is: "Estimated cost of remediating non-compliance based on the least number of rights needed."

- A. Reconciliation cost
- B. True-up cost
- C. True-down cost
- D. Over-licensed cost

Correct Answer: B

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

QUESTION 13

HOTSPOT

Match the best practice method for the amount of data:

Hot Area:

Large amount of data

	▼
Import data	
Manual	
Discovery	

Medium amount of data

	▼
Import data	
Manual	
Discovery	

Small amount of data

	▼
Import data	
Manual	
Discovery	

Correct Answer:

Large amount of data

	▼
Import data	
Manual	
Discovery	

Medium amount of data

	▼
Import data	
Manual	
Discovery	

Small amount of data

	▼
Import data	
Manual	
Discovery	

QUESTION 14

License metrics can be defined for which of the following? (Choose four.)

- A. Publishers
- B. Users
- C. Cores
- D. Devices
- E. Metric Types
- F. Operating Systems

G. Processors

Correct Answer: CDFG

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

QUESTION 15

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

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