Vendor: ServiceNow

Exam Code:CIS-SAM

Exam Name: Certified Implementation Specialist - Software Asset Management

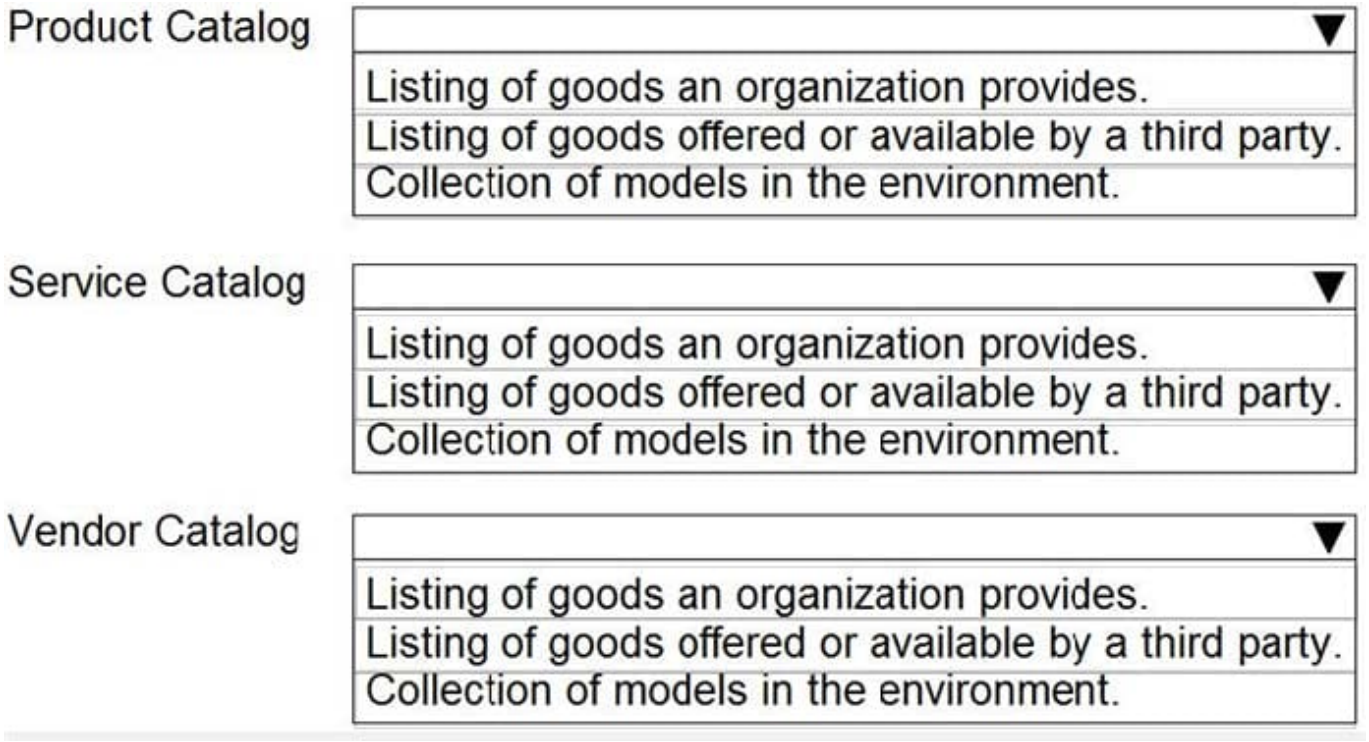
Version: Demo

QUESTION 1

HOTSPOT

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

Hot Area:



Correct Answer:

QUESTION 2

Performance Analytics allows users to: (Choose three.)

A. Track usage of a particular software.

B. Assess publisher compliance over a period of time.

C. Configure software reclamation.

D. View trends of software license allocations.

Correct Answer: ABD

Reference: https://docs.servicenow.com/bundle/orlando-performance-analytics-and-reporting/page/use/performance-analytics/concept/c_PerformanceAnalytics.html

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QUESTION 3

Coalesce can only use a single field to uniquely identify a record.

A. True

B. False

Correct Answer: A

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

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QUESTION 4

Which of the following describes Practical Management within the capability blueprint?

A. Improve management controls and drive immediate benefits.

B. Know what you have so you can manage it.

C. Improve efficiency and effectiveness through integration with other areas, such as request, procurement, and IT Service Management.

D. Achieve best in-class.

Correct Answer: A

QUESTION 5

When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

A. `Group by\\' or `Stacked by\\'

B. `Group by\\' and `Stacked by\\'

C. `Stacked by\\'

D. `Group by\\'

Correct Answer: D

QUESTION 6

Client access is the right to use for a specific amount of time.

A. True

B. False

Correct Answer: A

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

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QUESTION 7

Publisher information such as general availability and end-of-life dates will be provided as part of what feature within

ServiceNow?

A. License change projection

B. Software model lifecycle

C. Publisher packs

D. Normalization suggestions

E. Reconciliation dimensions

Correct Answer: B

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

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QUESTION 8

To run an on-demand reconciliation, which module would you navigate to?

A. Software Asset > Discovery > Run Reconciliation

B. Software Asset > Reconciliation > Run Reconciliation

C. Software Asset > Discovery > License Workbench

D. Software Asset > Reconciliation > License Workbench

E. Software Asset > Reconciliation > Run License Position Report

F. Software Asset > Discovery > Run License Position Report

Correct Answer: B

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

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QUESTION 9

By default, when is a product result generated for a licensable product after reconciliation?

A. Always, even if there are no software models defined for the product

B. Never

C. Only when there are software entitlements defined for the product

D. Whenever there is at least one software model defined for the product

E. Only when related entitlements have a cost identified

Correct Answer: A

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

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QUESTION 10

If a value from an import does not exist in ServiceNow and the import should not create a new record, which option should be selected?

A. Reject

B. Create

C. Delete

D. Ignore

Correct Answer: B

Reference: https://community.servicenow.com/community?id=community_questionandsys_id=5343f644db87ff84f7fca851ca961975

QUESTION 11

What is the name of the Scheduled job that runs daily for normalization?

A. Create a Software Normalization

B. Software Installation Normalization

C. Software Model Cleanup

D. Discovery Model Normalization

Correct Answer: D

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

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QUESTION 12

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