

Certified Implementation Specialist - Software Asset Management

1. Which of the following data elements are key to an effective Software Asset Management practice within ServiceNow? (Choose four.)

- A. Software allocations
- B. Software models
- C. Foundation data
- D. Software contracts
- E. Software entitlements

Answer(s): A B C E

2. HOTSPOT (Drag and Drop is not supported)

Match the best practice method for the amount of data:

Large amount of data

	▼
Import data	
Manual	
Discovery	

Medium amount of data

	▼
Import data	
Manual	
Discovery	

Small amount of data

	▼
Import data	
Manual	
Discovery	

A. See Explanation section for answer.

Answer(s): A

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

A. One or more use rights assigned to a specific device or user

B. Classification of the acquired software

C. The process of standardizing discovered software installation to defined norms

D. The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory

E. Software license details that define use rights

Answer(s): C

4. Which discovery sources are recommended by ServiceNow to populate ServiceNow software installation table? (Choose two.)

A. ServiceNow Service Mapping

B. HP UCMDB

C. Microsoft SCCM

D. ServiceNow Discovery

E. ServiceNow Orchestration

Answer(s): A D

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

A. True

B. False

Answer(s): B

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

A. True

B. False

Answer(s): A

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

A. True

B. False

Answer(s): A

8. When receiving an order, which data point is mandatory?

A. Assigned To

B. Cost

C. Asset Tag

D. Serial Number

Answer(s): C

9. How are the Software Asset Management Professional Plugins activated?

- A. They are requested from and activated by an admin user
- B. They are activated by the sam_developer user
- C. They are activated by the sam_admin user
- D. They are requested from and activated by ServiceNow support
- E. They are activated by default in the base ServiceNow system

Answer(s): A

10. Which of the following are true of plugins? (Choose two.)

- A. Plugins can be disabled or deactivated when no longer in use.
- B. Plugins can be activated by default in the base ServiceNow system.
- C. When a plugin is active you cannot hide its functionality.
- D. Plugins are stand-alone and do not depend on other plugins being activated.
- E. Plugins are software components that provide specific features and functionalities.

Answer(s): B E

11. When receiving software related to a purchase order in ServiceNow, which data point is mandatory?

A. Serial Number

B. Assigned To

C. Cost

D. License key

E. Asset Tag

Answer(s): A

12. Which of the following are NOT features of the Publisher workbench navigation tree? (Choose two.)

A. Expand and collapse tree links

B. List of all publishers

C. Software model compliance icons

D. Filter products

E. Compliance toggle switch

F. List of all publishers out of compliance

Answer(s): B F

13. Mechanism for mapping data from the import set table to the permanent table in ServiceNow is called:

A. Mapping Assist

B. Transform Map

C. Reconciliation Map

D. Discovery Map

Answer(s): B

14. In which stage of the ServiceNow Implementation Methodology (SIM) is the purpose to define processes and requirements for engagement and finalize delivery plan and user stories?

A. Transition

B. Close

C. Create

D. Prepare

E. Initiate

F. All of the above

Answer(s): D

15. 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

Answer(s): A

16. Which statements are true in regards to ServiceNow's Client Software Distribution (CSD) functionality? (Choose two.)

A. Removes software daily utilizing a scheduled job.

B. ServiceNow does not have Client Software Distribution.

C. The first stage in the CSD process flow is configuration.

D. CSD can automatically distribute and reclaim software without a license for Orchestration.

Answer(s): C D

17. 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

Answer(s): C

18. Within the Capability Blueprint there are 4 tiers identified. Which tier is identified as Tier 1?

A. Strategic Conformance

B. Operational Integration

C. Trustworthy Data

D. Practical Management

Answer(s): C

19. Which of the following are available publisher packs? (Choose four.)

A. SAP

B. OpenVMS

C. Citrix

D. NetSuite

E. Oracle

F. IBM

Answer(s): A C E F

20. Which of the following features aggregates usage over a period of time and specifies a minimum number of hours the software must be used, or date last used?

A. Software usage metering

B. Software reconciliation rule

C. Software reclamation type

D. Software consumption rule

E. Software reclamation rule

Answer(s): E
