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QUESTION 1

When a Software Installation record is created, ServiceNow attempts to match the installation to a:

A. Software Entitlement

B. Software Model

C. Software Discovery Model

D. Application Model

Correct Answer: C

Reference: https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0859817

QUESTION 2

How often is the scheduled job for the normalization process run?

A. Nightly

B. Weekly

C. Every time Discovery is run

D. Nightly for new discovery models and weekly for all discovery models that do not have a status of normalized or manually normalized

E. Immediately for new discovery models and nightly for all discovery models that do not have a status of normalized or manually normalized

Correct Answer: C

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

QUESTION 3

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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QUESTION 4

By default, which ServiceNow role can view reconciliation results?

A. sam_reconcile_user

B. sam_user

C. sam_viewer

D. sam_cmdb_user

Correct Answer: B

When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results. Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

QUESTION 5

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 6

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 7

Which of the following is not a core Software Asset Management function?

A. Financial Management

B. Reclamation

C. Rights Allocation

D. Inventory Management

Correct Answer: C

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

QUESTION 8

If a customer does not like the way reconciliation runs or calculates compliance, it is okay to modify the scripts includes, business rules and other logic to accommodate the business requirement.

A. True

B. False

Correct Answer: B

QUESTION 9

As part of the software normalization process, software discovery models are normalized via which mechanisms? (Choose two.)

A. Fix script

B. Scheduled job

C. Business rule

D. Integration

E. Workflow

Correct Answer: BD

QUESTION 10

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

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QUESTION 11

ServiceNow Discovery has 4 phases: Scanning; Classification; Identification; and Exploration. In which phase is the software running on a device identified?

A. Classification

B. Scanning

C. Exploration

D. Identification

Correct Answer: A

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

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QUESTION 12

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 13

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

Correct Answer: BF

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

QUESTION 14

Which stage of the software asset lifecycle includes all of the following steps?

Discovering software in the environment Normalizing installed software to standards Reconciling entitlements to discovered software Remediating detected variances

A. Sunset

B. Manage

C. Support

D. Source

E. Plan

Correct Answer: E

QUESTION 15

Software Asset Management (SAM) Professional reports can be delivered in which formats? (Choose three.)

A. PowerPoint

B. PDF

C. CSV

D. XLS

Correct Answer: ABC

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