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Question 1

Question Type: MultipleChoice

Which related list is NOT available from the software model on the License Workbench?

Options:

- A- Unlicensed Subscriptions
- B- Unlicensed Software Products
- C- Removal Candidates
- D- Remediation Options
- E- License Metric Results

Answer:

B

Question 2

Question Type: MultipleChoice

Which of the following features are available from the main publisher results screen of the License Workbench? (Choose three.)

Options:

- A- All Publishers
- B- Publisher Compliance
- C- Pinned Publishers
- D- Publisher License Metrics
- E- Publishers Out of Compliance
- F- Publisher Software Models

Answer:

B, D, F

Question 3

Question Type: MultipleChoice

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

Options:

- 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

Answer:

B

Question 4

Question Type: MultipleChoice

When reconciliation is run, what information does the license metric results display?

Options:

- A- Results for all models and installations associated to the product
- B- Results for all products and installations associated to the publisher
- C- Results for each license metric associated to the software model
- D- Results for all license metrics related to the software model

Answer:

C

Question 5

Question Type: MultipleChoice

What are the four tiers of software reconciliation results? (Choose four.)

Options:

- A- Software License Metric

- B-** Software Product
- C-** Software Allocation
- D-** Software Entitlement
- E-** Software Publisher
- F-** Software Model

Answer:

B, E, F

Question 6

Question Type: MultipleChoice

Which feature provides detailed, actionable information for software reconciliation?

Options:

- A-** License Workbench
- B-** License Position Report

C- Normalization and Content Service dashboard

D- Normalization Suggestions

E- Historical Results

Answer:

E

Question 7

Question Type: MultipleChoice

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

Options:

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

Answer:

A

Question 8

Question Type: MultipleChoice

By default, which persona is responsible for controlling the day-to-day activities of the SAM process and ensuring the overall quality of software asset data?

Options:

A- ServiceNow administrator

B- SAM manager

C- SAM user

D- SAM process owner

E- SAM developer

Answer:

B

Question 9

Question Type: MultipleChoice

When are discovery models created?

Options:

- 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.

Answer:

B

Question 10

Question Type: MultipleChoice

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

Options:

- A- Software Entitlement
- B- Software Model
- C- Software Discovery Model
- D- Application Model

Answer:

C

Question 11

Question Type: MultipleChoice

ServiceNow Discovery identifies the software running on an IP-enabled device during which of its phases?

Options:

- A- Classification
- B- Identification
- C- Port Scan
- D- Exploration
- E- Communication

Answer:

E

Question 12

Question Type: MultipleChoice

If your organization is currently running Discovery, but has not yet installed the SAM Professional application, what must you do after installing SAM in order to make your discovered software installation information available to SAM?

Options:

- A-** Convert the records from the [cmdb_ci_spkg] table into the [cmdb_sam_sw_install] table
- B-** Run the "Migrate software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table
- C-** Run the "Discover software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table
- D-** Export the records from the [cmdb_ci_spkg] table into an xml spreadsheet and import them into the [cmdb_sam_sw_install] table

Answer:

B

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