



# 70-123<sup>Q&As</sup>

Planning, Implementing and Maintaining a Software Asset Management (SAM) Program

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### QUESTION 1

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to conduct a desktop audit by asking an information technology (IT) department staff member to visit each desktop and to check its registry. You need to explain to the customer why a SAM scan tool would provide a more effective and efficient auditing method than a manual audit. Which reason should you use?

- A. A manual audit provides only a snapshot of information. A SAM scan tool provides ongoing, up-to-date information.
- B. A manual audit might not cover every device in the company. A SAM scan tool guarantees that every device in the company is included.
- C. A manual audit can be conducted only on weekends. A SAM scan tool can be operated during business hours.
- D. To perform a manual audit, you must shut down the servers, which disrupts business. A SAM scan tool does not disrupt business.

Correct Answer: A

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### QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to implement a SAM policy, but she cannot justify the cost of implementing a SAM scan tool. You need to explain to the customer why a SAM scan tool is an advisable investment. Which reason should you use?

- A. An integrated scan tool reduces the requirement for ongoing, labor-intensive reviews.
- B. An integrated scan tool can be used by department managers to monitor users e-mail messages.
- C. An integrated scan tool forecasts when upgrades are necessary.
- D. An integrated scan tool can be installed without disrupting users.

Correct Answer: B

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### QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. You discover that the customer uses academic versions of software for the company's training lab. You need to identify an appropriate course of action. What should you do?

- A. Accept the academic versions as valid, because the employees who purchased the licenses are former professors.
- B. Check the license agreement to see if and how many academic licenses the customer is allowed to use and for what purposes.
- C. Disallow the licenses, because academic licenses are never valid in private companies.
- D. Accept the academic versions as valid, because the academic versions are the property of your customer.

Correct Answer: B

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#### QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a SAM review. You need to analyze the effectiveness of the processes and controls for software license compliance. Which method should you use?

- A. Evaluate the information technology (IT) department records. Count the number of original media and manuals in the inventory.
- B. Evaluate the software inventory reports over time. Count the number of instances in which fewer copies of software applications are in use than are licensed.
- C. Evaluate the software inventory reports over time. Count the number of instances in which more copies of software applications are in use than are licensed.
- D. Evaluate human resources (HR) department records. Count the number of employees who were dismissed from the company for violating the SAM policies.

Correct Answer: D

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#### QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The company needs to ensure that software on all company computers is accounted for in the initial inventory. You need to find out if the audit software is found on all the computers. Which method should you use?

- A. Ask to see the list of company assets that the finance department prepares annually.
- B. Ask to see the hardware inventory that is used in the financial statements. Validate the inventory by asking the information technology (IT) personnel who are responsible for hardware and software how many computers are not in use and where those computers are stored.
- C. Ask to visit the server room and phone closet.
- D. Ask to see the storage area where retired computers are stored. Perform a random check of the hard disks to find out if they were erased. If the hard disks were not erased, verify that the audit software is present.

Correct Answer: A

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