



70-123^{Q&As}

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 defines a set of licensed software that he wants to scan. You need to explain why a reliable and complete software inventory should be created. Which reason should you use?

- A. Scanning a prescriptive list of software is not possible, because the scan tool does not work this way.
- B. Scanning a prescriptive list of software is discouraged, because software that is not on the list could be installed anywhere in the company.
- C. Scanning a prescriptive list of software is acceptable only if company policy forbids the installation and use of software that is not on the list.
- D. Scanning a prescriptive list of software is acceptable only if the company distributes software by imaging. In addition, the company must strictly control the images, and all software in the images must be on the list.

Correct Answer: C

QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. The company network contains 300 desktops and servers. The customer cannot afford a SAM tool. You need to perform a software inventory. What should you do?

- A. Convince the customer to fund the development of an in-house scan tool.
- B. Tell the customer that a SAM tool is required for this process.
- C. Convince the customer that without a SAM tool, she is in danger of making incorrect and expensive decisions on estimated or out-of-date information.
- D. Download a trial SAM scan tool to use for the inventory. Remove the tool before the trial period expires.

Correct Answer:

QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. You are analyzing software and license inventories. You need to design the beginning of a management report and decide what information should be included in the beginning of the report. What should you do?

- A. Start by including an executive summary that briefly discusses the relevant findings and the practice of the project.
- B. Start by including a detailed license discrepancy report that is followed by a detailed report about the installations of every desktop.
- C. Start by including a summary of your recommendations.
- D. Start by including the license history, and highlight the shortfalls of Update licenses without previous versions. Next, include a list of unassigned previous versions from different cost centers.



Correct Answer: B

QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. During a software inventory, you find a number of unauthorized titles on company computers. As a result, the company decides to convene a standards committee to decide whether these titles should be included on the authorized software list. The standards committee is composed of representatives from the finance, information technology (IT), and human resources (HR) departments. The standards committee is led by the SAM manager. You need to recommend how the company should proceed. What should you recommend?

- A. Advise the company to ask the SAM manager to produce the list of titles that were not authorized. The SAM manager should obtain information about which employees use the titles and why they do not use other titles that are already authorized. Then, the SAM manager should present the findings to the standards committee for a decision about whether to adopt the titles for authorized use.
- B. Advise the company not to use the standards committee, because it takes too long. Recommend that the company is best served by making a quick decision without using input from employees who prefer to use the software that fits their needs. Assign someone to review the list and make a unilateral decision about each title.
- C. Advise the company to direct the IT department to place a strict interpretation on the policy about standardization and to immediately delete all copies of unauthorized software.
- D. Advise the company to issue a blanket exception to policy to include on the authorized software list all titles that are found on company computers.

Correct Answer: B

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All computers and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all the licenses and agreements that could be found. You suspect that some licenses are counterfeit. You need to ensure that there are no counterfeit licenses. What should you do?

- A. Assume that the suspected licenses are valid, and give your customer the benefit of the doubt.
- B. Report your customer to the Business Software Alliance (BSA).
- C. Protect your customer. Ask the customer to destroy the suspected licenses, because counterfeit licenses can be dangerous to the company if they are discovered.
- D. Report the suspected licenses to the company's financial auditor.

Correct Answer: D



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