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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 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 licenses and agreements that could be found. You need to create a license inventory. What should you do first?

A. Count old Certificates of Authenticity (COAs), because COAs are the only evidence of a license.

B. Find out how much of the license collateral provides adequate proof of license.

C. Count all registration cards and organize them by software title.

D. Create the complete software inventory, and then see which licenses are missing.

Correct Answer: D

QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. You plan to inform a software administrator of the importance of her role in software license compliance. You need to identify the primary responsibilities of the software administrator. Which primary responsibility or responsibilities should you identify? (Choose all that apply.)

A. Communicate to employees the companys commitment to the legal use of software.

B. Coordinate and monitor activities inside the company that lead to the successful implementation of a SAM program.

C. Send weekly reports to Microsoft about the status of the companys SAM program.

D. Demonstrate leadership, and set an example for acceptable corporate behavior in the proper use of software.

Correct Answer: BCD

QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. Your customer needs to ensure that all software licenses are appropriate and up to date. You need to prepare a budget justification for a comprehensive SAM program. You need to present the budget justification to senior managers for funding approval. Which primary statement or statements should you include in your budget justification? (Choose all that apply.)

A. Software license compliance requires constant vigilance. Without proper processes and controls that are monitored and evaluated frequently, it is easy to slip out of compliance.

B. A SAM program ensures that the company follows contractual obligations and the dictates of federal law and international treaties.

C. SAM is critical to companys legal and financial obligations to its shareholders.

D. A SAM program guarantees lower licensing costs in the future.

Correct Answer: ABC

QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a full SAM review and program at the customers location. You learn about the customers organization and environment. You prepare to describe the features, approach, and objectives of SAM to the customer. You need to ensure that the customer understands the features, approach, and objectives of SAM. Which result or results are most important? (Choose all that apply.)

A. The customer will be prepared to provide the assets and information that are needed.

B. The customer will be more supportive if he understands what you are going to do.

C. The customer will not suspect that he is a possible subject in an investigation of license misuse and product piracy.

D. The customer will be better able to contribute to the SAM process if he understands his role.

Correct Answer: D

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The company needs to be able to produce receipts and licenses that show the legal proof of ownership and the right to use the software. You need to ensure that the company maintains effective SAM records. Which method should you use?

A. Document the purchase information, software title, and license information in a Microsoft Excel spreadsheet.

B. Lock all license agreements, original media, and manuals in a secure location.

C. Audit the financial records and the license agreements to find out if there is an audit trail from the original purchase through the upgrades to the present day.

D. Maintain a library of software titles, media, and manuals.

Correct Answer: A

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