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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 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 customer wants to conduct a scan by using a deployment tool that is not designed for software inventories. You need to explain to the customer why he should purchase a separate scan tool for SAM. Which two reasons should you use? (Each correct answer presents part of the solution. Choose two.)

A. A specialized SAM scan tool enhances the functionality of the existing deployment tool.

B. The deployment tool does not provide information on versions, patches, and service releases.

C. A specialized SAM scan tool reduces the need for ongoing, labor-intensive reviews.

D. The deployment tool reports only on software from its own publisher.

Correct Answer: AB

QUESTION 3

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

QUESTION 4

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 businesshours.

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

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. You initiate a SAM review and project for your customer. The SAM project sponsor does not have support for the project from all management levels in the company. You need to ensure that the organization is committed to using good SAM practices. You need to identify the most reasonable indicator that SAM is taken seriously in the organization. Which indicator should you identify?

A. The installation of nonstandard software is forbidden.

B. The software policy is signed off by a senior manager, preferably at board level.

C. Users are allowed to configure their own desktops.

D. There are posters in every office that warn of the penalties of software piracy.

Correct Answer: D

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