



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. 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

QUESTION 2

You are a Software Asset Management (SAM) consultant for Company.com. The customer decides to ignore installed software and licenses that are not on the list of approved software. You need to create a license inventory. You need to

convince the customer that the company should not ignore installed software and licenses that are not on the list of approved software.

What should you do?

- A. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, report the company to the Business Software Alliance (BSA).
- B. Try to convince the customer that most often it is a bad idea to ignore licenses. Enter all licenses even if they are not on this list.
- C. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, give him a risk-management justification that is based on the slim chance of discovery during an audit.
- D. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, report the company to the software publisher.

Correct Answer: B

QUESTION 3

You are a Software Asset Management (SAM) consultant for Company.com. You review all the licenses that your customer can find. You compile an extensive list of licenses and grants. The data is entered into the SAM inventory software. You discover that the company is under licensed for some titles and is over licensed for other titles. You need to identify the number of licenses that need to be purchased. Which method should you use?

- A. Take an average of the over-licensed and under-licensed titles, and decide if there is reasonable compliance.
- B. Calculate the probability of getting caught by an external audit, and decide if it is worth the risk.



- C. Survey employees to find out if they actually use the copy of the software that is installed. Purchase licenses for employees who use the software, and remove the software from computers on which employees do not use the title.
- D. Split the components of bundled products, and find out if there are enough licenses for all users. Purchase enough copies of each software application to satisfy the license count.

Correct Answer: A

QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. Employees are not aware of SAM policies and procedures. You need to recommend a reliable method to ensure that every employee understands and complies with SAM policies and procedures. Which method or methods should you recommend? (Choose all that apply.)

- A. Report violators to the publisher of the software.
- B. Report violators to the Business Software Alliance (BSA).
- C. Request a signed agreement on SAM policies and procedures from every employee.
- D. Set up specialized SAM training for employees.

Correct Answer: AB

QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting software and license inventories and are matching the results of each. The customer asks for a justification for creating a license discrepancy report. You need to explain to the customer why it is necessary to create a license discrepancy report that provides surpluses of licenses and shortages of licenses. Which reason should you use?

- A. A license discrepancy report provides a partial accounting for all licenses held by the company.
- B. A license discrepancy report is the standard end product of a SAM process.
- C. Large surpluses of licenses are economically inefficient.
- D. A license discrepancy report enables the company to use surplus licenses to make up for license shortfalls.

Correct Answer: A

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