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QUESTION 1

Which of the following aspects of SAM contribute to Financial Management?

1.Status accounting of assets 2.Cost/benefit information related to software assets 3.Asset control 4.Consideration of accounting and tax treatments

- A. 2 and 4
- B. 1, 3 and 4
- C. 1 and 2
- D. All of them.

Correct Answer: A

QUESTION 2

Which of the following are Service Continuity and Availability Management activities?

1.Ensuring the SAM database is backed up 2.Ensuring proofs of licenses are stored with adequate backup in the event of fire 3.Ensuring that hot backup systems are licensed

- A. 2 and 3
- B. 2 only
- C. 1 and 2
- D. All of them

Correct Answer: D

QUESTION 3

There is a need to reduce the number of SAM reports produced. Which of the following is the LEAST necessary?

- A. The number of software related calls to the Service Desk
- B. The cost of a site licence for existing software
- C. The number of deployed licenses for each item of software
- D. The number of new software licenses required.

Correct Answer: A

QUESTION 4



As part of the taying there phase of implementation, it is essential that SAM processes are institutionalised and become part of what?

- A. Everyone\\'s everyday job
- B. Standard operating procedures.
- C. ICT
- D. Project planning.

Correct Answer: A

QUESTION 5

What is the essential FIRST step in initiating a SAM project?

- A. Deploy a software usage tool to identify the scale of the problem and document all associated risks
- B. Develop and communicate an overall SAM policy
- C. Develop and implement a SAM processes and procedures
- D. Develop a clear vision and strategy that is owned by senior management.

Correct Answer: D

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