BH0-005^{Q&As}

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QUESTION 1

Which of the following candidates, qualified to practitioner level (ISEB), would you consider most qualified to take on the role of Software Asset Manager?

A. Service Desk Manager

B. Service Level Manager

C. Configuration Manager

D. Problem Manager.

Correct Answer: C

QUESTION 2

Which of the following is NOT a typical function of a License Management tool?

A. Being able to facilitate the transfer of licenses held to different operational units

B. Monitoring total purchase levels against agreements

C. Being able to demonstrate effective licenses held, which requires linking of upgrade licenses with underlying full original licence

D. Being able to manage stocks of unused licenses

Correct Answer: B

QUESTION 3

Which of the following BEST describes the process of license novation?

A. SAM team must inform re-seller that license has been transferred to another department.

B. Software manufacturer allows usage rights to be changed.

C. Software manufacturer allows ownership in unwanted software licenses to be sold to another organisation

D. Software manufacturer allows the transfer of software licenses and contracts when an organisation reforms itself or restructures.

Correct Answer: D

QUESTION 4

Which of the following is NOT part of determining requirements for the Business Case?

A. Functionality required of the solution

B. Determine stakeholders.

C. Potential objections to the project

D. Select implementation partners.

Correct Answer: D

QUESTION 5

What is the MOST essential activity that should be done after the Business Case is approved and is often overlooked?

A. Continue to sell the business case to users

B. Communicate project progress

C. Show stakeholders the results

D. Include interested parties in the project kick off meeting.

Correct Answer: A

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