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QUESTION 1

What should be clearly defined in the early stages of a SAM implementation?

1.Scope and Terms of Reference 2.Sponsorship and Ownership 3.Processes, Roles and responsibilities

A. All of them

B. Only 1

C. 2 and 3

D. 1 and 2.

Correct Answer: A

QUESTION 2

Which of these elements is part of the preparation stage of implementation?

A. Identifying and assessing software risks and creating a risk register

B. Occasionally completing surprise or ad hoc reviews and audits

C. Highlighting any problems and raising the profile of continued non-conformance

D. Continuously emphasise the importance of the SAM process to all ICT and business personnel.

Correct Answer: A

QUESTION 3

When selling the Business Case which of the following are essential?

1.Identifying a senior-level champion 2.Select a leading audit tool 3.Propose a solution that is compatible with current technology 4.Select the lowest cost solution

A. 1 and 4

B. 2, 3 and 4

C. 1 only

D. 4 only

Correct Answer: C

QUESTION 4



Which of the following does ITIL recommend the use of for the management of software assets?

1.Definitive Software Library 2.Configuration Management Database

- A. 1 only
- B. 2 only
- C. Neither
- D. Both.

Correct Answer: D

QUESTION 5

Which of the following BEST describes the objective of the Core Asset Management processes?

- A. To maintain information about software assets throughout their lifecycle and to manage the physical assets related to software
- B. To manage all software assets and their licenses.
- C. To manage all software and hardware assets
- D. To identify and maintain information about all software assets throughout their lifecycle.

Correct Answer: A

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