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QUESTION 1

For reporting purposes which of the following would you NOT expect to be used to derive SAM reports?

- A. DSL
- B. CMDB
- C. OLA.
- D. KEDB.

Correct Answer: C

QUESTION 2

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

QUESTION 3

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 4

Which of the following is NOT one of the SAM Logistics processes?



- A. Requirements definition
- B. Retirement.
- C. Licensing Compliance
- D. Procurement.

Correct Answer: C

QUESTION 5

What is important to establish within an organisation before buying any SAM tool?

- A. Funding
- B. Culture
- C. Technology framework
- D. Business Case.

Correct Answer: B

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