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QUESTION 1

When planning and implementing a SAM project why are Key Performance Indicators (KPIs) so valuable?

- A. They allow Internal Audit to view all software keys in the business
- B. Because they enable the project manager to view the overall success of the SAM project
- C. Key Performance Indicators highlight any mistakes that have been made during the project
- D. They allow external bodies to understand a company performance.

Correct Answer: B

QUESTION 2

Which of the following statements is TRUE? 1.SAM Processes do not relate to in-house developed software because there are no licensing issues 2.SAM processes relate to all areas apart from network equipment because network software is not licensed

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

Correct Answer: C

QUESTION 3

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 4

Which of the following will the appointment of a single Software Asset Manager in an organisation facilitate?



1. Provide a single point of contact for SAM matters
2. Concentrate the responsibility for implementing software upgrades in one post
3. Decrease the incidence of unused software licenses
4. Provide an owner for SAM processes

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

Correct Answer: A

QUESTION 5

Which of the following activities are elements of the SAM Relationship Management processes?

1. Contract management
2. Supplier management
3. Status Accounting
4. Asset Identification

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

Correct Answer: A

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