



# CIS-SAM<sup>Q&As</sup>

Certified Implementation Specialist - Software Asset Management

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### QUESTION 1

The definition for \_\_\_\_\_ in the Reconciliation Product result is: "Estimated cost of remediating non-compliance based on the least number of rights needed."

- A. Reconciliation cost
- B. True-up cost
- C. True-down cost
- D. Over-licensed cost

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t\\_ViewSWModelResults.html](https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html)

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### QUESTION 2

Which stage of the software asset lifecycle includes all of the following steps?

Discovering software in the environment  
Normalizing installed software to standards  
Reconciling entitlements to discovered software  
Remediating detected variances

- A. Sunset
- B. Manage
- C. Support
- D. Source
- E. Plan

Correct Answer: E

### QUESTION 3

A Software Product can only have a single license metric type associated to it.

- A. True
- B. False

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c\\_SAMLicenseMetrics.html](https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c_SAMLicenseMetrics.html)

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#### QUESTION 4

Which of the following allocation types are available on an entitlement record in the ServiceNow baseline configuration? (Choose two.)

- A. Device allocations
- B. Country allocations
- C. Company allocations
- D. Department allocations
- E. User allocations

Correct Answer: AE

Reference: [https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t\\_AddAnEntitlementAllocationSAMF.html](https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t_AddAnEntitlementAllocationSAMF.html)

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#### QUESTION 5

A software model can have up to how many catalog items?

- A. 1
- B. 2
- C. 6
- D. 10
- E. Unlimited

Correct Answer: A

Reference: [https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/product-catalog/concept/c\\_ProductCatalog.html](https://docs.servicenow.com/bundle/paris-it-asset-management/page/product/product-catalog/concept/c_ProductCatalog.html)

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