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QUESTION 1

Which of the following reasons could apply when a remediation option has an 'In Progress' status? (Choose two.)

- A. Workflow(s) or process(es) have been initiated to allocate software rights
- B. Rights are now available and can be consumed during reconciliation
- C. Workflow(s) or process(es) have been initiated to purchase software rights
- D. Workflow(s) or process(es) have been initiated to harvest software rights
- E. Customer instance is pending updates to CDS Server

Correct Answer: A

QUESTION 2

An allocation is automatically created in which of the following scenarios? (Choose two.)

- A. After receiving the rights for software from a purchase order
- B. After a Create allocation remediation option has been taken
- C. After reconciliation runs and identifies that rights are 'Not allocated in use'
- D. When a software installation is discovered
- E. After successfully sourcing a request via an existing entitlement

Correct Answer: CE

QUESTION 3

The Per Named Device license metric licenses which of the following?

- A. A user for a number of installations of software
- B. A device for a number of installations of software
- C. A specific user for a number of installations of software
- D. Cores on a physical server or virtual machine
- E. A specific device for a number of installations of software

Correct Answer: B

Reference: https://community.servicenow.com/community?id=community_question&sys_id=2f3460f9dbd358d04aa5d9d968961951



QUESTION 4

Software Model Lifecycles can only be created for an external, publisher defined date.

- A. True
- B. False

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html>

QUESTION 5

By default, which ServiceNow role can view reconciliation results?

- A. sam_reconcile_user
- B. sam_user
- C. sam_viewer
- D. sam_cmdb_user

Correct Answer: B

When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam_user role can view reconciliation results. Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223

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