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QUESTION 1

For software asset management, when software is discovered, the records from the discovered pattern are copied into which table?

- A. cmbd_sam_sw_reconcile
- B. cmbd_sam_sw_discover
- C. cmbd_sam_sw_allocate
- D. cmdb_sam_sw_discovery_model
- E. cmbd_sam_sw_install

Correct Answer: E

Reference: https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/software-asset-management2/task/t_CustomPatternSAMSAMF.html

QUESTION 2

Which of the following are available publisher packs? (Choose four.)

- A. SAP
- B. OpenVMS
- C. Citrix
- D. NetSuite
- E. Oracle
- F. IBM

Correct Answer: ACEF

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-publisher-packs.html#d24351e266>

QUESTION 3

Which of the following remediation options can be performed on an individual user or device basis? (Choose three.)

- A. Remove Unallocated Installs
- B. Remove Unlicensed Installs
- C. Create Allocations



D. Remove Allocations

E. Purchase Rights

Correct Answer: ABD

QUESTION 4

What is a first key step prior to uploading your entitlement import data via the ServiceNow-provided template?

A. Ensure you have filled out every field in the template file

B. Ensure the entitlement data is listed on the first tab of the template file

C. Ensure you have downloaded and used the latest version of the template file

D. Ensure you have the sam_user role assigned to you

Correct Answer: B

QUESTION 5

What is the name of the Scheduled job that runs daily for normalization?

A. Create a Software Normalization

B. Software Installation Normalization

C. Software Model Cleanup

D. Discovery Model Normalization

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/concept/c_SAMDiscovery.html

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