



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

Certified Implementation Specialist - Software Asset Management

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### QUESTION 1

When populating the Downgrade Rights table, if there is no software model corresponding to a discovery map, which of the following is automatically created?

- A. Software Discovery Model
- B. Software Model
- C. Software Downgrade Model
- D. Software Install Model

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/software-asset-management2/concept/downgrade-rights.html>

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### QUESTION 2

When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

- A. True
- B. False

Correct Answer: B

When reconciliation is run, a list of reconciliation results is created that shows the compliance status of software products with respect to discovery and entitlements. Users with the sam\_user role can view reconciliation results.  
Reference: [https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/concept/c\\_SAMReconciliationSAMF.html](https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/software-asset-management2/concept/c_SAMReconciliationSAMF.html)

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### QUESTION 3

What is the definition of Partially Normalized?

- A. A discovery model normalized based on publisher field alone.
- B. The software discovery model has not yet completed its run through the normalization process.
- C. A discovery model was normalized based on publisher and product fields only.
- D. A discovery model was normalized based on publisher, product, version fields.

Correct Answer: C

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

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#### QUESTION 4

When reconciliation is run, what information does the license metric results display?

- A. Results for all models and installations associated to the product
- B. Results for all products and installations associated to the publisher
- C. Results for each license metric associated to the software model
- D. Results for all license metrics related to the software model

Correct Answer: C

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

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#### QUESTION 5

You can view IBM, Microsoft, Oracle and VMware license metrics as part of ServiceNow standard baseline configuration features.

- A. True
- B. False

Correct Answer: B

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

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