



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

Certified Implementation Specialist - Software Asset Management

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### QUESTION 1

Publisher information such as general availability and end-of-life dates will be provided as part of what feature within ServiceNow?

- A. License change projection
- B. Software model lifecycle
- C. Publisher packs
- D. Normalization suggestions
- E. Reconciliation dimensions

Correct Answer: B

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

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### QUESTION 2

The Software Asset Management Content Service is automatically enabled and cannot be opted out.

- A. True
- B. False

Correct Answer: B

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

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### QUESTION 3

What are three ways to get software asset data into ServiceNow?

- A. Clone, Background Script, Discovery
- B. Import Data, Plugin, Clone
- C. Discovery, Import Data, Manual
- D. Plugin, Background Script, Manual

Correct Answer: C

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### QUESTION 4



What table is populated with the content library data that is pulled from the content service?

- A. samp\_sw\_package
- B. cmdb\_sw\_product\_model
- C. sam\_content\_library
- D. cmdb\_ci\_spkg

Correct Answer: D

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#### QUESTION 5

Within Software Asset Management there are many key terms to understand, what is the best definition for Normalization?

- A. One or more use rights assigned to a specific device or user
- B. Classification of the acquired software
- C. The process of standardizing discovered software installation to defined norms
- D. The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory
- E. Software license details that define use rights

Correct Answer: C

Reference: <https://quizlet.com/364933470/sam-servicenow-test-flash-cards/>

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