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QUESTION 1

The process of determining compliance by comparing software rights owned with normalized software installations discovered is _____.

- A. Discovery
- B. Allocation
- C. Normalization
- D. Reconciliation

Correct Answer: D

QUESTION 2

HOTSPOT

Define the three catalogs that support the request and procurement process.

Hot Area:

Product Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
Collection of models in the environment.	

Service Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
Collection of models in the environment.	

Vendor Catalog

	▼
Listing of goods an organization provides.	
Listing of goods offered or available by a third party.	
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Correct Answer:



Product Catalog

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QUESTION 3

Which feature provides detailed, actionable information for software reconciliation?

- A. License Workbench
- B. License Position Report
- C. Normalization and Content Service dashboard
- D. Normalization Suggestions
- E. Historical Results

Correct Answer: E

Reference: https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html

QUESTION 4

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 5

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

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