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QUESTION 1

Which of these elements is part of the taying there stage of implementation?

A. Occasionally completing surprise or ad hoc reviews and audits

B. Continuously emphasise the importance of the SAM process to all ICT and business personnel

C. Developing and measuring metrics that demonstrate continuous improvement and year on year trend

D. Selecting, testing and deploying new or updated SAM tools.

Correct Answer: B

QUESTION 2

Which three of the following IT Service Management processes would you implement first to assist SAM in meeting its objectives?

1.Configuration Management 2.Release Management 3.Availability Management 4.Capacity Management 5.Service Level Management

A. 1, 2 and 5

B. 1, 2 and 4

C. 2, 3 and 4

D. 2, 3 and 5.

Correct Answer: B

QUESTION 3

Which of the following will the appointment of a single Software Asset Manager in an organisation facilitate?

1.Provide a single point of contact for SAM matters 2.Concentrate the responsibility for implementing software upgrades in one post 3.Decrease the incidence of unused software licenses 4.Provide an owner for SAM processes

A. 1, 3 and 4

B. 1, 2, 3 and 4

C. 1, 2 and 3

D. 2, 3 and 4.

Correct Answer: A

QUESTION 4

Which of the following duties should be carried out by the Software Asset Manager?

1.Installing software 2.Producing periodic reconciliation reports 3.Maintaining a record of license purchases 4.Auditing the reconciliation results

A. 1, 2 and 3

B. 2 and 4

C. 2 and 3

D. 1, 2, 3 and 4.

Correct Answer: C

QUESTION 5

For reporting purposes which of the following would you NOT expect to be used to derive SAM reports?

A. DSL

B. CMDB

C. OLA.

D. KEDB.

Correct Answer: C

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