



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

Certified Implementation Specialist - Software Asset Management

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### QUESTION 1

A(n) \_\_\_\_\_ is required for a user or device to consume software rights.

- A. License
- B. Allocation
- C. Entitlement
- D. Workflow

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/track-software-rights.html>

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### QUESTION 2

By default, which ServiceNow role can view reconciliation results?

- A. sam\_reconcile\_user
- B. sam\_user
- C. sam\_viewer
- D. sam\_cmdb\_user

Correct Answer: B

When reconciliation runs, a list of reconciliation results is created that shows the compliance status of software products concerning discovery and entitlements. Users with the sam\_user role can view reconciliation results. Reference: [https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c\\_SAMReconciliation.html#d19217e223](https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/c_SAMReconciliation.html#d19217e223)

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### QUESTION 3

Which of the following features aggregates usage over a period of time and specifies a minimum number of hours the software must be used, or date last used?

- A. Software usage metering
- B. Software reconciliation rule
- C. Software reclamation type
- D. Software consumption rule
- E. Software reclamation rule



Correct Answer: E

Reference: <https://manualzz.com/doc/47837219/jakarta-software-asset-management>

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#### QUESTION 4

If a user requests three items from the software catalog at the same time, how many individual requests are created?

- A. None; task records are created
- B. 1
- C. 3
- D. 1 for each publisher
- E. 1 for each product type

Correct Answer: E

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#### QUESTION 5

Software Model Lifecycles can only be created for an external, publisher defined date.

- A. True
- B. False

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-it-business-management/page/product/application-portfolio-management/concept/lifecycle-data-timeline.html>

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