



# 70-123<sup>Q&As</sup>

Planning, Implementing and Maintaining a Software Asset Management (SAM) Program

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**QUESTION 1**

You are a Software Asset Management (SAM) consultant for Company.com. The company is divided into five subsidiaries. Each subsidiary purchases software separately. The purchasing process is not well organized. All subsidiaries purchase software on demand. You need to review and centralize the customers software purchasing process. Which action or actions should you perform? (Choose all that apply.)

- A. Obtain an overview of the purchasing behavior of all subsidiaries.
- B. Analyze how demand is assessed.
- C. Revisit the purchasing process regularly.
- D. Identify the dependencies of the purchasing process.

Correct Answer: ABCD

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**QUESTION 2**

You are a Software Asset Management (SAM) consultant for Company.com. Before you select a SAM tool, you must evaluate the existing or available tools at the customers location. You need to select a tool to support the SAM process and to provide complete and correct information and results. Which method should you use?

- A. If the customer has no reliable tool, proceed with the SAM program without a tool. The SAM program can be implemented without a tool, and the customer will save money.
- B. Identify specific needs as criteria for eliminating tools from the list of all existing or available tools at the customers location. Then, identify the best of the remaining tools.
- C. If the customer only has a tool that scans the content of the Microsoft Windows registry of all desktops and servers to assess and report the installed software, choose this tool for the SAM program.
- D. Ask the customer how much budget the company has available for a SAM tool. Then, find a tool that meets the budget criteria.

Correct Answer: A

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**QUESTION 3**

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to conduct a desktop audit by asking an information technology (IT) department staff member to visit each desktop and to check its registry. You need to explain to the customer why a SAM scan tool would provide a more effective and efficient auditing method than a manual audit. Which reason should you use?

- A. A manual audit provides only a snapshot of information. A SAM scan tool provides ongoing, up-to-date information.
- B. A manual audit might not cover every device in the company. A SAM scan tool guarantees that every device in the company is included.
- C. A manual audit can be conducted only on weekends. A SAM scan tool can be operated during businesshours.



D. To perform a manual audit, you must shut down the servers, which disrupts business. A SAM scan tool does not disrupt business.

Correct Answer: A

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#### QUESTION 4

You are a Software Asset Management (SAM) consultant for Company.com. You discover problems when you match the results of the software inventory to the license inventory. You need to propose a change of procedures. Which method should you use?

- A. Propose changes in the management report at the end of a SAM project.
- B. Propose changes immediately in a special report to company managers.
- C. Propose changes immediately in an e-mail message to the help desk.
- D. Propose changes in scheduled meetings with managers.

Correct Answer: D

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#### QUESTION 5

You are a Software Asset Management (SAM) consultant for Company.com. The customer defines a set of licensed software that he wants to scan. You need to explain why a reliable and complete software inventory should be created. Which reason should you use?

- A. Scanning a prescriptive list of software is not possible, because the scan tool does not work this way.
- B. Scanning a prescriptive list of software is discouraged, because software that is not on the list could be installed anywhere in the company.
- C. Scanning a prescriptive list of software is acceptable only if company policy forbids the installation and use of software that is not on the list.
- D. Scanning a prescriptive list of software is acceptable only if the company distributes software by imaging. In addition, the company must strictly control the images, and all software in the images must be on the list.

Correct Answer: C

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#### QUESTION 6

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to conduct a scan by using a deployment tool that is not designed for software inventories. You need to explain to the customer why he should purchase a separate scan tool for SAM. Which two reasons should you use? (Each correct answer presents part of the solution. Choose two.)

- A. A specialized SAM scan tool enhances the functionality of the existing deployment tool.
- B. The deployment tool does not provide information on versions, patches, and service releases.



- C. A specialized SAM scan tool reduces the need for ongoing, labor-intensive reviews.
- D. The deployment tool reports only on software from its own publisher.

Correct Answer: AB

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#### QUESTION 7

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting a software inventory and audit. You need to include company servers in the inventory. You need to identify which types of computer are exempt from the automatic scan, but should be included manually in the software inventory. Which types of computer should you identify?

- A. servers that are used for dedicated line-of-business applications
- B. communication servers
- C. e-mail servers, terminal servers, and file servers
- D. network servers

Correct Answer: C

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#### QUESTION 8

You are a Software Asset Management (SAM) consultant for Company.com. Before you select a SAM tool, you must evaluate the existing or available tools at the customers location. You need to select a SAM tool to support the SAM process and to provide complete and correct information and results. Which feature should the SAM tool provide?

- A. the ability to automatically remove license-violating software
- B. the ability to provide a report that shows license gaps for each software edition and version
- C. the ability to meter software usage
- D. the ability to create a license history for automated updates and downgrades

Correct Answer: D

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#### QUESTION 9

You are a Software Asset Management (SAM) consultant for Company.com. The customer wants to know if she can purchase System Builder licenses of the current version of Microsoft Office Professional and use Microsoft Office 97 Professional afterwards. She can no longer purchase Office 97 Professional because the product is out of stock. You need to recommend which action the customer should take. Which action should you recommend?

- A. Purchase used licenses of Office 97 Professional by using an online auction.
- B. Purchase current Office Professional versions, and use the previous versions, no matter which license type they are.
- C. Purchase volume licenses, because System Builder licenses do not provide downgrade rights.



D. Upgrade to the current version of Office.

Correct Answer: C

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#### QUESTION 10

You are a Software Asset Management (SAM) consultant for Company.com. You are completing software and license inventories. You need to ensure that each entry of the license inventory automatically matches entries in the software inventory so that no additional work is required to obtain a match. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Ensure that the scan tool provides a software catalog or aliases that exactly match the names of installed copies and purchased licenses.
- B. Where the license name contains license-type information, such as Update, remove the information to facilitate a match.
- C. Ensure that the names from the software that is scanned on desktops and servers exactly match the names in the license inventory.
- D. Ensure that the name of every software entry contains license types, such as Update or Original Equipment Manufacturer (OEM), to meet the requirements of a match.

Correct Answer: AC

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#### QUESTION 11

You are a Software Asset Management (SAM) consultant for Company.com. The company is an investment company that also develops proprietary applications. The scan tool reports that every user has an expensive development application installed. You suspect that this report is erroneous. What is the most likely cause of the problem?

- A. The scan tool is recognizing only a subset of the user population.
- B. The scan tool is incompatible with the hardware that runs on some user systems.
- C. The application uses run-time components that the scan reports as the full application.
- D. Users loaded the software that they obtained themselves.

Correct Answer: C

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#### QUESTION 12

You are a Software Asset Management (SAM) consultant for Company.com. You are conducting software and license inventories and are matching the results of each. The customer asks for a justification for creating a license discrepancy report. You need to explain to the customer why it is necessary to create a license discrepancy report that provides surpluses of licenses and shortages of licenses. Which reason should you use?

- A. A license discrepancy report provides a partial accounting for all licenses held by the company.
- B. A license discrepancy report is the standard end product of a SAM process.



C. Large surpluses of licenses are economically inefficient.

D. A license discrepancy report enables the company to use surplus licenses to make up for license shortfalls.

Correct Answer: A

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