



70-713^{Q&As}

Software Asset Management (SAM) - Core

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QUESTION 1

You are leading a SAM improvement program for an organization that does not have a dedicated purchasing department.

Departments are experiencing delays in software orders. You must recommend improvements for purchasing processes. The solution has the following requirements:

Reduce delays in ordering new software licenses.

Ensure that the organization receives volume discount.

Minimize overhead required for generating purchase orders.

Which two actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Revoke software purchasing authority from department managers.
- B. Delegate purchasing to a single team member.
- C. Delegate purchasing to individual departments.
- D. Only allow software purchases through approved vendors.

Correct Answer: BD

QUESTION 2

An organization is currently assessed at the Microsoft SAM Optimization Model (SOM) Basic maturity level for the License Entitlement Records key competency. The organization must progress to the Rationalized maturity level.

You need to ensure the organization reconciles its records.

Which value should you specify for each option? To answer, select the appropriate values in the answer area.

NOTE: Each correct selection is worth one point

Hot Area:



Answer Area

Option	Value
Record type	<input type="text"/> entitlement inventory procurement
Point of reconciliation	<input type="text"/> Operations Vendor IT Manager

Correct Answer:

Answer Area

Option	Value
Record type	<input type="text"/> entitlement inventory procurement
Point of reconciliation	<input type="text"/> Operations Vendor IT Manager



QUESTION 3

You are creating a project that uses the Microsoft SAM Optimization Model (SOM).

The organization does not have experience creating SAM program assessments.

You need to recommend improvements to the organization's lifecycle process.

Which of the key competencies should you use to make your recommendations to the organization? To answer, drag the appropriate key competencies to the table below. Each key competency may be used once, more than once, or not at

all. You may need to drag the split bar between panes or scroll to view content.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Answer Area

Key Competencies

- SAM Improvement Plan
- Hardware and Software Inventory
- Acquisition Process
- Deployment Process
- Accuracy of Inventory
- License Entitlement Records
- Periodic Evaluations
- Retirement Process

Recommended competencies

Correct Answer:



Answer Area

Key Competencies

SAM Improvement Plan

Hardware and Software Inventory

Accuracy of Inventory

License Entitlement Records

Periodic Evaluations

Recommended competencies

Acquisition Process

Deployment Process

Retirement Process

QUESTION 4

Note: This question is part of a series of questions that use the same or similar answer choices. An answer choice may be correct for more than one question in the series. Each question is independent of the other questions in this series.

Information and details provided in a question apply only to that question.

You represent a SAM partner.

A client must consolidate their IT departments into a single business unit. The client was previously assessed in the Microsoft SAM Optimization Model (SOM) key competencies and assigned a SAM maturity level.

The client reclaims unused software licenses from all departments.

You need to ensure that the client progresses to the next SOM level in the Retirement Process key competency.

What should you do?

- A. Purchase software only from approved vendors.
- B. Publish software deployment reports to stakeholders.



- C. Use information provided by a software publisher.
- D. Use software metadata generated by the client.
- E. Deploy only approved software.
- F. Formulate a retirement process.
- G. Create an inventory of deployed assets.
- H. Maintain updated records of deployed assets.

Correct Answer: H

References:

http://download.microsoft.com/download/3/5/4/354b34f9-320c-42f1-b56d-ce4282ddb796/sam_optimization_brochure_direct-to-customer_us.pdf Page: 7 (Retirement Process).

QUESTION 5

You need to generate periodic reports for Microsoft SAM Optimization Model (SOM) key competencies. Which two reports should you generate? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

- A. License Entitlements Records
- B. Risk Management
- C. Microsoft Software Inventory Analyzer (MSIA)
- D. SAM Improvement Plan

Correct Answer: AD

Software Asset Management In An Organization

The table below presents a summary of the ten core competences/variables and its goals/ central topic, grouped into the five ISO 19770-1 sections.



ISO 19770-1 Sections	#	Core Competence/ Variables	Goal/ Central Topic
Organization Management	P01	a. SAM Throughout the Organization	SAM is actively managed across the organization in the individual groups
ISO 19770-1 Sections	#	Core Competence/ Variables	Goal/ Central Topic
	P02	b. SAM Improvement Plan	Proven SAM Optimization
SAM Inventory	P03	a. Hardware and Software Inventory	The hardware and software inventory covers a large part of the costs calculated.
	P04	b. Accuracy of Inventory	The hardware and software inventory covers a large part of the costs calculated.
SAM Verification	P05	a. License Entitlements Records	Entitlements are compared with the suppliers data
	P06	b. Periodic Evaluation	Regular audits of SAM reports
SAM Operations Management and Interfaces	P07	a. Operations Management Records Interfaces	IT manages a consolidated resource inventory
Lifecycle Process Interfaces	P08	a. Acquisition Process	A gap analysis is performed between the deployments and the entitlements before the purchase of software,
	P09	b. Deployment Process	A gap analysis is performed between the deployments and the entitlements before the purchase of software,
	P10	c. Retiring Process	Retiring Software is re-used.

Incorrect Answers:

C: MSIA is scheduled to be retired at the end of June 2011.

QUESTION 6

An organization deploys System Center Configuration Manager (ConfigMgr). The organization is performing an inventory of physical servers that run Linux.

Inventory reports must include details on hardware and software. The ConfigMgr instance collects software information for all servers but does not collect hardware information.

You need to ensure that ConfigMgr collects hardware information.

From the Administration tab of the ConfigMgr console, what should you configure? To answer, select the appropriate option in the answer area.

Hot Area:



Correct Answer:



QUESTION 7

Your customer has four offices.

Each office uses a different software reseller to purchase software licenses. Each office maintains a report detailing its software purchases. Each report contains the following fields:

Product edition

Production version

Product family name



You need to combine data from the reports to create a complete software entitlement report.

Which additional data field should you include?

- A. Data of purchase
- B. Product price per unit
- C. Software reseller part number
- D. Licensing model

Correct Answer: D

QUESTION 8

An organization implements a SAM program.

Some departments are not technical but are key to building strategies and support for the SAM program. You must provide user awareness training to all departments because they do not understand the importance and value that can come

from a SAM program.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point

Hot Area:

Answer Area

Statement	Yes	No
SAM enables users to automatically obtain licensed software.	<input type="radio"/>	<input type="radio"/>
SAM enables users to have the same experience across devices.	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
SAM enables users to automatically obtain licensed software.	<input checked="" type="radio"/>	<input type="radio"/>
SAM enables users to have the same experience across devices.	<input type="radio"/>	<input checked="" type="radio"/>

QUESTION 9

An organization plans to implement a SAM program.

The program must meet the minimum requirements of the ISO 19770-1 specification and minimize administrative overhead.

You need to define the collection schedule for hardware and software inventory.

Which schedule interval should you implement for each inventory type? To answer, drag the appropriate intervals to the correct inventory types. Each interval may be used once, more than once, or not at all. You may need to drag the split bar

between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Intervals

- Weekly
- Monthly
- Twice per year
- Annually
- Every other year

Answer Area

Inventory

- Hardware
- Software

Schedule

- Interval
- Interval

Correct Answer:



Intervals

Answer Area

Inventory

Hardware

Software

Schedule

QUESTION 10

An organization is implementing a SAM program. The organization is focused on achieving Tier 1 of the ISO 19770-1 specification.

You need to verify that contracts are reported on and inventoried.

What should you include in the report?

- A. the last reported hardware inventory date
- B. any approved exceptions to the contracts
- C. contracts that do not match billing statements
- D. the last reported software inventory date

Correct Answer: C

QUESTION 11

You are implementing a SAM program for an organization. You plan to reconcile software license entitlements with software inventory.

The solution must support Windows client operating systems and minimize infrastructure costs.

You need to configure a license reconciliation solution.

What should you install on the desktop computers?

- A. Microsoft Desktop Optimization Pack (MDOP)
- B. System Center Configuration Manager (ConfigMgr) agents
- C. Microsoft Intune agents



D. System Center Operations Manager (OpsMgr)agents

Correct Answer: C

QUESTION 12

You implement a SAM program for an organization.

You need to ensure that all policies meet the management and maintenance category of the ISO 19770-1 specification.

Which actions should the policies include?

- A. Ensure that the inventory data contains hardware details.
- B. Schedule a refresh cycle of the collected inventory data.
- C. Protect the inventory data from unauthorized access, change, or corruption.
- D. Ensure that the inventory data conforms to SAM verification processes.

Correct Answer: C

Policies and procedures are developed, approved and issued which include the management and maintenance of inventories and physical/electronic stores including access controls which: protect them from unauthorized access, change or corruption provide a means for disaster recovery

References: http://www.isaca.org/Knowledge-Center/Research/Documents/Tiered-SAM-Review_res_Eng_1110.pdf , page 26

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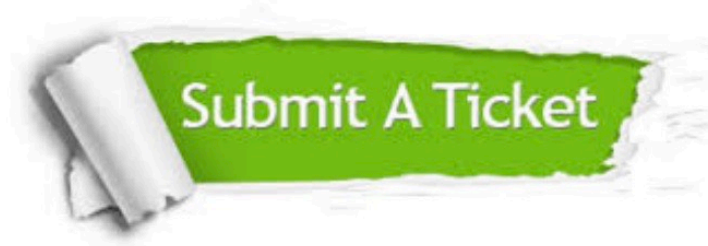
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