



- Expert Verified, Online, **Free**.

Which of the following data elements are key to an effective Software Asset Management practice within ServiceNow? (Choose four.)

- A. Software allocations
- B. Software models
- C. Foundation data
- D. Software contracts
- E. Software entitlements

Correct Answer: ABCE

Community vote distribution

ABCE (100%)

🗳️ 👤 **MarlyB** 8 months ago

Selected Answer: ABCE

Important data to track in SAM:

- Entitlements: license metrics, purchased rights, active rights, allocations available
 - Allocations: user, device
 - Software model: publisher, product, suite information, entitlements, End of Life
 - Foundation data: users, departments, cost centers, locations, vendors
- upvoted 3 times

🗳️ 👤 **MarlyB** 10 months ago

Selected Answer: ABCE

Sam Pro Fundamentals course, Trustworthy Data overview, Data tracking

upvoted 2 times

🗳️ 👤 **rrr2023** 1 year ago

ABCE. Page 69 study guide.

upvoted 3 times

🗳️ 👤 **jbranger** 1 year, 3 months ago

Yep. ABCE. Trustworthy data section of the Now Learning course for SAM Pro Fundamentals.

upvoted 4 times

🗳️ 👤 **J64DevTeam** 1 year, 3 months ago

Selected Answer: ABCE

This is correct based on the Lesson in Now learning

upvoted 3 times

🗳️ 👤 **Taddei** 1 year, 3 months ago

ABCE is the correct answer.

upvoted 2 times

🗳️ 👤 **certs1980** 1 year, 5 months ago

Should be ABDE

upvoted 4 times

🗳️ 👤 **draken1107** 6 months, 3 weeks ago

Wrong. ABCE. Contracts are NOT included.

upvoted 1 times

HOTSPOT -

Match the best practice method for the amount of data:

Large amount of data

▼
Import data
Manual
Discovery

Medium amount of data

▼
Import data
Manual
Discovery

Small amount of data

▼
Import data
Manual
Discovery

Correct Answer: *Large amount of data – Discovery; Medium amount of data – Import data; Small amount of data – Manual* **MarlyB** 10 months ago

The answer given is correct: SAM Professional Fundamentals course, Trustworthy Data, Import Software Data Using System Import Sets, Using System Import Sets

upvoted 4 times

Within Software Asset Management there are many key terms to understand, what is the best definition for Normalization?

- A. One or more use rights assigned to a specific device or user
- B. Classification of the acquired software
- C. The process of standardizing discovered software installation to defined norms
- D. The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory
- E. Software license details that define use rights

Correct Answer: C

Community vote distribution

C (100%)

🗉 👤 **MarlyB** 10 months ago

Selected Answer: C

SAM Professional Fundamentals course, Trustworthy Data, Discovery Model Normalization, Why Software Normalization
upvoted 1 times

Which discovery sources are recommended by ServiceNow to populate ServiceNow software installation table? (Choose two.)

- A. ServiceNow Service Mapping
- B. HP UCMDB
- C. Microsoft SCCM
- D. ServiceNow Discovery
- E. ServiceNow Orchestration

Correct Answer: CD

Community vote distribution

CD (100%)

🗲️ 👤 **CarmelRaj** Highly Voted 1 year, 8 months ago

C, D are the Right answer
upvoted 9 times

🗲️ 👤 **it0m_man** Most Recent 9 months, 1 week ago

Selected Answer: CD

C, D are right
upvoted 1 times

🗲️ 👤 **MarlyB** 10 months ago

Selected Answer: CD

SAM Professional Fundamentals course, Trustworthy Data, Software Discovery, What is Software Discovery: One of the most efficient ways to populate software asset information is by using automated discovery tools such as ServiceNow® Discovery (for data center software) and Microsoft SCCM (for desktop software), although other discovery tools can also be used.
upvoted 2 times

🗲️ 👤 **JBurns1979** 11 months, 2 weeks ago

Selected Answer: CD

Software Discovery module under Trustworthy Data portion of SAM Pro Fundamentals:

'One of the most efficient ways to populate software asset information is by using automated discovery tools such as ServiceNow® Discovery (for data center software) and Microsoft SCCM (for desktop software), although other discovery tools can also be used.'
upvoted 1 times

🗲️ 👤 **Samcertification** 1 year, 1 month ago

Selected Answer: CD

C, D are the right options
upvoted 1 times

🗲️ 👤 **rex11** 1 year, 2 months ago

CD are the right answer
upvoted 2 times

Creation of a template can help facilitate future data imports and be reused to import and transform data.

A. True

B. False

Correct Answer: A

Community vote distribution

A (86%)

14%

🗳️ 👤 **CarmelRaj** Highly Voted 👍 2 years, 2 months ago

A (TRUE) is the right answer

upvoted 15 times

🗳️ 👤 **ZiaurRahman** Most Recent 🕒 9 months ago

It is surely A

upvoted 1 times

🗳️ 👤 **it0m_man** 1 year, 3 months ago

Selected Answer: A

A (TRUE)

upvoted 2 times

🗳️ 👤 **MarlyB** 1 year, 3 months ago

Selected Answer: A

SAM Professional Fundamentals course, Trustworthy Data, Importing Software Data Using System Import Sets, Import Data: Create Or Update?: Create a template

You can take steps to facilitate future data imports if you plan to import regularly. One of the easiest methods is to set up a spreadsheet or comma-separated value (CSV) template for the data you wish to import. Define the columns in the table view to export and set a filter to export a smaller subset of data. Because the data structure is the same for every import, you can reuse the import set table and transform it. Furthermore, your System Administrator can set up a scheduled import to occur regularly.

upvoted 4 times

🗳️ 👤 **JBurns1979** 1 year, 5 months ago

Selected Answer: B

ServiceNow has a template that you can use, but it does not look like creating your own (or altering their version) is recommended.

upvoted 1 times

🗳️ 👤 **JBurns1979** 1 year, 5 months ago

Misread this in the documentation. Agree with A (True).

upvoted 2 times

Client access is the right to use for a specific amount of time.

A. True

B. False

Correct Answer: B

Community vote distribution

B (100%)

🗲️ 👤 **Sai_Bhargav** Highly Voted 👍 2 years ago

B is the right answer

upvoted 14 times

🗲️ 👤 **ZiaurRahman** Most Recent 🕒 9 months ago

B- In Software Asset Management, client access generally refers to the right for a client (such as a user or device) to access and use specific software. It does not inherently imply a specific time limit; rather, it is usually tied to the terms of the software license, which could be perpetual, subscription-based, or otherwise defined by the license agreement. The right to use for a specific amount of time would typically be described as a subscription or term license, not client access

upvoted 1 times

🗲️ 👤 **MarlyB** 1 year, 2 months ago

Selected Answer: B

Software subscription: rights to use software for a specific amount of time. Who's using a subscription software and the last time there was activity.

upvoted 2 times

🗲️ 👤 **MarlyB** 1 year, 3 months ago

Selected Answer: B

SAM Professional Fundamentals course, Practical Management, Practical Management Overview, Common Terms: Client Access is a software license measured by the number of users or devices that can access a product.

upvoted 3 times

🗲️ 👤 **Vdishu** 1 year, 4 months ago

B is correct

upvoted 3 times

🗲️ 👤 **serteuti** 1 year, 5 months ago

B, Subscription is the definition

upvoted 3 times

Coalesce can only use a single field to uniquely identify a record.

A. True

B. False

Correct Answer: B




Community vote distribution

B (100%)

  **[Removed]**  1 year, 5 months ago

it's false

upvoted 9 times

  **Md_Wasim**  1 year, 3 months ago

Selected Answer: B

Coalesce can be applied on multiple fields

upvoted 6 times

  **MarlyB**  10 months ago

Selected Answer: B


https://docs.servicenow.com/bundle/tokyo-platform-administration/page/administer/import-sets/concept/c_ImportSetCoalesce.html

Multiple-field coalesce

You can coalesce on multiple fields to update an existing record.

If a target table record exists with the same values in all coalesce fields as the staging table record, the target table record is updated using the staging table record values. All coalesce field values between the target and staging tables must match to coalesce with multiple fields.

upvoted 2 times

  **Kylyty** 10 months, 2 weeks ago

How is it possible to have so many wrong answers flagged as correct.

upvoted 3 times

  **JBurns1979** 11 months ago

Selected Answer: B

There is a question later talking about coalescing on multiple fields.

Most of the answers on this study guide are WRONG. Make sure you read the discussions, where documentation is normally provided.

upvoted 3 times

When receiving an order, which data point is mandatory?

- A. Assigned To
- B. Cost
- C. Asset Tag
- D. Serial Number

Correct Answer: C

Community vote distribution

C (100%)

  **JBurns1979** 5 months ago

Selected Answer: C

Receive purchase orders: When receiving software entitlements, the asset tag, serial number, and license keys can be updated directly from the receiving popup.

Asset Tag is a required field. If the organization does not have asset tag software, consider having the purchasing product automatically generate a unique asset tag number.

upvoted 2 times

  **Taddei** 9 months, 3 weeks ago

Selected Answer: C

Right answer is C, based on servicenow SAM Fundamentals Course on operation integration module

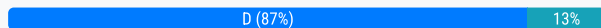
upvoted 4 times

How are the Software Asset Management Professional Plugins activated?

- A. They are requested from and activated by an admin user
- B. They are activated by the sam_developer user
- C. They are activated by the sam_admin user
- D. They are requested from and activated by ServiceNow support
- E. They are activated by default in the base ServiceNow system

Correct Answer: D

Community vote distribution



josh0510_ 9 months ago

Selected Answer: D

SAM Professional requires a separate subscription and must be activated by ServiceNow personnel.

quote for quote from the fundamentals training

upvoted 1 times

Valteri69 11 months ago

A&D

ServiceNow SAM Kurs Lab:

"Software Asset Management related plugins vary in how they can be verified. Plugins that can be activated by the ServiceNow administrator can easily be verified as they display as Active in the plugins list. Plugins activated by ServiceNow need to be verified through alternate steps."

upvoted 1 times

JBurns1979 1 year, 5 months ago

Selected Answer: D

From SAM Product Overview (SAM Plugins) module in SAM Fundamentals:

To utilize SAM these plugins are available for activation:

Activate all Software Asset Management Professional plugins including Software Asset Workspace*

Software Asset Management Professional for Microsoft*

Software Asset Management Professional for Oracle*

Software Asset Management Professional for VMware*

Software Asset Management Professional for IBM*

Software Asset Management Professional for Citrix*

Software Asset Management Professional for Adobe*

Software Asset Management Professional for SAP*

Service Graph Connector for Microsoft SCCM*

Normalization Data Services Client

Normalization Data Services Configuration

Performance Analytics for Software Asset Management

All plugins identified above must be activated by ServiceNow.

upvoted 3 times

rex11 1 year, 8 months ago

if you look at the latest documentation for Vancouver, It says:

To purchase a subscription or load demo data after activation, contact your ServiceNow account manager. Within a few days, the account manager can activate the plugin and load any demo data on the production and non-production instances of your organization.

If you do not have an account manager, decide to delay activation until after your purchase, or want to evaluate the product on a non-production

instance at no extra charge, you can use this procedure to submit a plugin activation request through the ServiceNow® Now Support Service Portal.

Therefore D

upvoted 2 times

🗳️ 👤 **Samcertification** 1 year, 8 months ago

Activate all Software Asset Management Professional plugins including Software Asset Workspace - Role Required: Admin. This is from servicenow docs. A is the right answer.

upvoted 2 times

🗳️ 👤 **Anthony98** 1 year, 8 months ago

Selected Answer: D

This is the official "SAM Professional requires a separate subscription and must be activated by ServiceNow personnel."

upvoted 4 times

🗳️ 👤 **exam servicenow** 1 year, 9 months ago

SAM Plugins

Plugins are software components that provide specific features and functionalities. Plugins may be enabled in one of the following ways:

1. Activated by default in the base ServiceNow system.
2. Activated by an admin user (not by default) through the ServiceNow Plugin list.
3. Requested from ServiceNow (for plugins with additional licensing requirements).

so the correct answer is A, E

upvoted 1 times

🗳️ 👤 **Konstantin_Syrovatskyi** 1 year, 9 months ago

Selected Answer: D

In the course it literally says: "All plugins identified above must be activated by ServiceNow".

This is in Utah

upvoted 3 times

🗳️ 👤 **Konstantin_Syrovatskyi** 1 year, 9 months ago

Same in San Diego

upvoted 1 times

🗳️ 👤 **Taddei** 1 year, 9 months ago

Selected Answer: A

The plugin must be activate in the STORE by an admin, so the answer D is incorrect.

upvoted 2 times

🗳️ 👤 **[Removed]** 1 year, 11 months ago

it's D

upvoted 3 times

🗳️ 👤 **fmineo** 2 years, 4 months ago

Selected Answer: D

view on course

upvoted 2 times

🗳️ 👤 **CarmelRaj** 2 years, 2 months ago

A is the correct Answer

upvoted 2 times

🗳️ 👤 **Taddei** 1 year, 9 months ago

In the course said the plugin can be activate in the Servicenow STORE, and not support...

upvoted 1 times

🗳️ 👤 **Konstantin_Syrovatskyi** 1 year, 9 months ago

Where did you find that exactly?

upvoted 1 times

Which of the following are true of plugins? (Choose two.)

- A. Plugins can be disabled or deactivated when no longer in use.
- B. Plugins can be activated by default in the base ServiceNow system.
- C. When a plugin is active you cannot hide its functionality.
- D. Plugins are stand-alone and do not depend on other plugins being activated.
- E. Plugins are software components that provide specific features and functionalities.

Correct Answer: BE

Community vote distribution

BE (100%)

  **JBurns1979** 5 months ago

Selected Answer: BE

Plugins are software components that provide specific features and functionalities. Plugins may be enabled in one of the following ways:

Activated by default in the base ServiceNow system.

Activated by an admin user (not by default) through the ServiceNow Plugin list.

Requested from ServiceNow (for plugins with additional licensing requirements).

upvoted 3 times

  **Taddei** 9 months, 3 weeks ago

Selected Answer: BE

B and E correct, from SAM Fundamentals > SAM Product Overview

upvoted 2 times

  **Stepherbun** 1 year ago

B and E are actually correct. (From page 29 in the text from the course)

upvoted 2 times

  **CarmelRaj** 1 year, 2 months ago

A and E are the Right answers

upvoted 1 times

  **JBurns1979** 5 months, 1 week ago

A is definitely wrong.

From the text: 'After a plugin is active, it cannot be disabled or deactivated. The functionality, however, may be hidden.'

upvoted 3 times

When receiving software related to a purchase order in ServiceNow, which data point is mandatory?

- A. Serial Number
- B. Assigned To
- C. Cost
- D. License key
- E. Asset Tag

Correct Answer: E

Community vote distribution

E (100%)

 **Stepherbun** Highly Voted 1 year ago

E. Asset Tag is the correct answer. (the proof is on page 348 of the text book included in the SAM pro course)
upvoted 7 times

 **Taddei** Highly Voted 9 months, 3 weeks ago

Selected Answer: E

Right answer is E, based on servicenow SAM Fundamentals Course on operation integration module
upvoted 5 times

 **JBurns1979** Most Recent 5 months ago

Selected Answer: E

Receive purchase orders: When receiving software entitlements, the asset tag, serial number, and license keys can be updated directly from the receiving popup.

Asset Tag is a required field. If the organization does not have asset tag software, consider having the purchasing product automatically generate a unique asset tag number.

upvoted 2 times

 **JBurns1979** 5 months ago

Receive purchase orders: When receiving software entitlements, the asset tag, serial number, and license keys can be updated directly from the receiving popup.


Asset Tag is a required field. If the organization does not have asset tag software, consider having the purchasing product automatically generate a unique asset tag number.

upvoted 1 times

 **Samcertification** 8 months ago

Selected Answer: E

Asset Tag is mandatory
upvoted 2 times

 **Anthony98** 8 months, 3 weeks ago

Selected Answer: E

Receive purchase orders:

- i. When receiving software entitlements, the asset tag, serial number, and license keys can be updated directly from the receiving popup.
- ii. Asset Tag is a required field. If the organization does not have asset tag software, consider having the purchasing product automatically generate a unique asset tag number.
- iii. When items are received, an entitlement will be automatically created with the number of active rights identified as received. The rights will then need to be allocated.

upvoted 2 times

 **CarmelRaj** 1 year, 2 months ago

D. (License Key) is the right answer
upvoted 1 times

Which of the following are NOT features of the Publisher workbench navigation tree? (Choose two.)

- A. Expand and collapse tree links
- B. List of all publishers
- C. Software model compliance icons
- D. Filter products
- E. Compliance toggle switch
- F. List of all publishers out of compliance

Correct Answer: BF

Community vote distribution

BF (83%)

AC (17%)

 **Samcertification** 8 months ago

Selected Answer: BF

Answer B and F

This is for Vancouver:

The navigation tree features are:

Filter products (active filtering, including collapsed items)


Compliance toggle switch

Expand and collapse tree links

Software model compliance icons

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

upvoted 3 times


 **J64DevTeam** 8 months, 2 weeks ago

Selected Answer: BF

B and F are correct because those 2 options are specific for the License workbench and not the Publisher workbench.

<https://docs.servicenow.com/en-US/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

upvoted 2 times

 **Anthony98** 8 months, 3 weeks ago

Selected Answer: AC

<https://docs.servicenow.com/en-US/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

Correct answer: ACDE

The navigation tree features are:


Filter products (active filtering, including collapsed items)

Compliance toggle switch

Expand and collapse tree links

Software model compliance icons

upvoted 1 times

 **J64DevTeam** 8 months, 2 weeks ago

The question is asking which of the following are NOT features. Therefore the correct answer is B and F because those are the descriptions of the features in the license workbench navigation tree.

upvoted 2 times

Mechanism for mapping data from the import set table to the permanent table in ServiceNow is called:

- A. Mapping Assist
- B. Transform Map
- C. Reconciliation Map
- D. Discovery Map

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: B

SAM Professional Fundamentals On Demand Course, Trustworthy Data, Importing Software Data Using System Import Sets, Transform Maps: A transform map is a set of field maps that determine the relationship between fields in an import set and fields in an existing ServiceNow table.
upvoted 2 times

🗨️ 👤 **suhyeon** 11 months, 2 weeks ago

Selected Answer: B

correct answer is B
upvoted 1 times

🗨️ 👤 **Anthony98** 1 year, 2 months ago

Selected Answer: B

correct answer is B
upvoted 1 times

In which stage of the ServiceNow Implementation Methodology (SIM) is the purpose to define processes and requirements for engagement and finalize delivery plan and user stories?

- A. Transition
- B. Close
- C. Create
- D. Prepare
- E. Initiate
- F. All of the above

Correct Answer: D

Community vote distribution

D (100%)

🗳️ 👤 **Alee91** 11 months, 1 week ago

Prepare seems like a mistype and plan is the correct answer here, so i will go with D
upvoted 1 times

🗳️ 👤 **b1ffa4f** 1 year, 2 months ago

As per the ServiceNow Implementation Methodology data sheet:

"Prepare: Hold workshops to understand process and platform needs. Finalize engagement timeline and refine configuration requirements (stories)."

Answer is D - Prepare

<https://blogs.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/data-sheet/ds-sim.pdf>

upvoted 1 times

🗳️ 👤 **MarlyB** 1 year, 3 months ago

It should be Plan :)

upvoted 2 times

🗳️ 👤 **JBurns1979** 1 year, 5 months ago

Selected Answer: D

Not certain, but I think D is correct. From documentation:

Prepare: Hold workshops to understand process and platform needs. Finalize engagement timeline and refine configuration requirements (stories).

upvoted 3 times

🗳️ 👤 **Taddei** 1 year, 9 months ago

Right answer is E, initiate: <https://www.servicenow.com/success/now-value/nowcreate.html>

upvoted 2 times

🗳️ 👤 **Setheril** 9 months, 2 weeks ago

Looking at your own link it seems to correlate with 'Plan', which as others have suggested is probably meant to be there in place of 'Prepare'

upvoted 1 times

🗳️ 👤 **[Removed]** 1 year, 12 months ago

Prepare is not a stage, i would say Plan!

upvoted 2 times

What is used to determine if installations are a part of a suite only when the suite parent is not discovered on a device?

- A. inference percent
- B. product results
- C. software model
- D. model bundles

Correct Answer: A

Community vote distribution

A (100%)

🗳️ 👤 **MarlyB** 10 months ago

Selected Answer: A

SAM Professional Fundamentals On Demand Course, Practical Management, Practical Management Overview, Software Suites:

Suites can identify inference criteria. An inference percent defines what percent of the suite must be installed to be recognized as a suite. This is only used if the suite parent does not exist on the device.

upvoted 2 times

🗳️ 👤 **Anthony98** 1 year, 2 months ago

Selected Answer: A

"d. Suites can identify inference criteria.

i. An inference percent defines what percent of the suite must be installed to be recognized as a suite.

ii. This is only used if the suite parent does not exist on the device.

"

upvoted 1 times

🗳️ 👤 **Taddei** 1 year, 3 months ago

Selected Answer: A

Explanation: <https://www.servicenow.com/community/sam-blog/handling-software-suites-on-servicenow-sam/ba-p/2284642>

upvoted 1 times

Which statements are true in regards to ServiceNow's Client Software Distribution (CSD) functionality? (Choose two.)

- A. Removes software daily utilizing a scheduled job.
- B. ServiceNow does not have Client Software Distribution.
- C. The first stage in the CSD process flow is configuration.
- D. CSD can automatically distribute and reclaim software without a license for Orchestration.

Correct Answer: AC

Community vote distribution

AC (67%)

CD (33%)

🗳️ 👤 **Setheril** 9 months, 2 weeks ago

Selected Answer: CD

Does anyone have any proof that A is correct? When scanning the documentation (https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/orchestration/concept/c_SCCMSoftwareRevocation.html) it suggests that removal is handled via Workflow Activities, not some form of scheduled job.

I'm leaning towards D, as no Orchestration license is required for CSD if SAM is already installed. I'm making an assumption that it is installed as part of this question as this is what the exam is on.

upvoted 1 times

🗳️ 👤 **MarlyB** 1 year, 2 months ago

Selected Answer: AC

Okay I want to give a new answer because D is not true, Orchestration plugin is needed for reclamation.

upvoted 2 times

🗳️ 👤 **Valentin** 1 year, 3 months ago

It's AC:

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/orchestration/concept/c_ClientSoftwareDistribution.html

upvoted 3 times

🗳️ 👤 **Valentin** 1 year, 3 months ago

Request client software distribution

Client software distribution requires the Orchestration - Client Software Distribution plugin (com.snc.orchestration.client_sf_distribution), which is available by request with a subscription to Orchestration.

upvoted 2 times

🗳️ 👤 **MarlyB** 1 year, 3 months ago

Selected Answer: CD

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/orchestration/concept/c_ClientSoftwareDistribution.html

The Client Software Distribution (CSD) application allows administrators to distribute software from the service catalog using third-party management systems.

CSD allows an administrator to create all the records necessary to deploy software from service catalog requests, including software models and catalog items. You can use the CSD application to automate the deployment and revocation of software from an SCCM host using the custom SCCM activity pack. You can define lease periods for software distributed from the Service Catalog and allow lease extensions in some cases, pending approvals. Deployment is accomplished using Orchestration activities and workflows.

There is also a picture there that shows Configuration as the first step.

upvoted 1 times

🗳️ 👤 **bbbff** 1 year, 3 months ago

Selected Answer: AC

can't be D, as there is separate subscription needed for distribution (orchestration)

upvoted 4 times

🗨️ 👤 **Karmenka** 1 year, 7 months ago

Selected Answer: CD

The diagram shows "Configuration" as stage 1 = C.

" You can use the CSD application to automate the deployment and revocation of software from an SCCM host using the custom SCCM activity pack."

= D

Sources: CSD - https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/concept/c_ClientSoftwareDistribution.html

SCCM Activity Pack outlining the Orchestration functions without the need for a separate license: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/orchestration-activities/concept/c_SCCMActivityPack.html

upvoted 1 times

🗨️ 👤 **Martinoww** 1 year, 10 months ago

The full CSD product allows administrators to distribute, manage, and revoke software/ reclaim license automation, only revocation/reclamation capability is entitled as part of SAM. Full use of CSD product requires the Orchestration - Clieen Software Distribution.

Which means you cannot distribute without Orchestration license as its said in asnwer D.

upvoted 3 times

🗨️ 👤 **gicali3119** 1 year, 11 months ago

While SAM relies on Orchestration to perform software reclamation, the actual functionality is included in the SAM Professional license (i.e., the revocation/reclamation capability is entitled as part of SAM Pro). You do not need to own/purchase Orchestration separately in order to revoke software/reclaim license rights using SAM Pro.

upvoted 2 times

🗨️ 👤 **Setheril** 9 months, 2 weeks ago

This is where I have a problem with the question when looking at the other comments. Surely if the course/exam is centered around SAM, then there is no requirement to purchase a license for Orchestration as you will already have it as part of SAM. This is why I was leaning towards D being correct.

upvoted 1 times

🗨️ 👤 **[Removed]** 1 year, 12 months ago

D is not correct, I believe correct answer is A & C

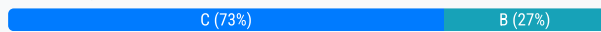
upvoted 4 times

Which of the following SAM roles has permission to grant a user the script writing capability?

- A. discover_admin
- B. sam_admin
- C. sam_developer
- D. asset

Correct Answer: C

Community vote distribution



🗳️ 👤 **JackAllen** 6 months, 2 weeks ago

Course PDF Page 34, sam_developer role has permission to grant a user script writing capabilities
upvoted 2 times

🗳️ 👤 **MarlyB** 8 months ago

Selected Answer: C

Even SN says so in the try-out questions
upvoted 2 times

🗳️ 👤 **e907a5e** 9 months, 1 week ago

Selected Answer: C

C, sam_developer from Document
> Software Asset Management developer [sam_developer]
> Writes scripts on the platform, comparable to the script-writing privileges granted to a sys_admin. Users with this role must be trained ServiceNow administrators.
upvoted 2 times

🗳️ 👤 **JBurns1979** 11 months, 2 weeks ago

Selected Answer: C

sam-developer contains the sam_admin role
upvoted 4 times

🗳️ 👤 **Sarah34745** 1 year, 1 month ago

Correct answer is C
Page 29 of study guide:
sam_developer - has permissions to grant a user script writing capabilities on ServiceNow platform, comparable to the script writing privileges granted to the sys_admin role.
upvoted 2 times

🗳️ 👤 **Anthony98** 1 year, 2 months ago



Selected Answer: B

B, SAM admin.
It is the role that grant the developer role.
Tricky question
upvoted 3 times

Within the Capability Blueprint there are 4 tiers identified. Which tier is identified as Tier 1?

- A. Strategic Conformance
- B. Operational Integration
- C. Trustworthy Data
- D. Practical Management

Correct Answer: C

  **Ujju123** 10 months, 1 week ago

Trustworthy data

upvoted 2 times


Which of the following are available publisher packs? (Choose four.)

- A. SAP
- B. OpenVMS
- C. Citrix
- D. NetSuite
- E. Oracle
- F. IBM

Correct Answer: ACEF

Community vote distribution

ACEF (100%)

 **Anthony98** Highly Voted 1 year, 2 months ago

Selected Answer: ACEF

ACEF

- i. Adobe
 - ii. Citrix
 - iii. Common
 - iv. Custom
 - v. IBM
 - vi. Microsoft
 - vii. Oracle
 - viii. SAP
 - ix. Subscription
 - x. VMware
- upvoted 6 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: ACEF

Publisher pack: provides publisher specific licensing metrics for reconciliation and optimization to determine license compliance. When activated, results are displayed in a software publisher compliance dashboard. Publisher packs are available for Adobe, Citrix, IBM, Microsoft, Oracle, SAP, VMWare

upvoted 3 times

 **MarlyB** 10 months ago

Selected Answer: ACEF

<https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/data-sheet/ds-sam-publisher-packs.pdf>

upvoted 2 times

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

Community vote distribution

E (100%)

🗲️ 👤 **Stepherbun** Highly Voted 👍 1 year, 6 months ago

Actually - E. Software reclamation rule is correct Verified from page 393 AND 421 in the text included in the ServiceNow SAM Pro course
upvoted 7 times

🗲️ 👤 **MarlyB** Most Recent 🕒 8 months ago

Selected Answer: E

e. Reclamation: reclamation rules are used to aggregate usage records and identify unused or underutilized software to be flagged for reclamation.
They can be configured for:

- ☑ Minimum number of hours used
- ☑ Specific time periods
- ☑ Notifications to the user and a response

upvoted 2 times

🗲️ 👤 **MarlyB** 10 months ago

Selected Answer: E

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/sw-reclamation-rules.html>

upvoted 1 times

🗲️ 👤 **elangm12** 1 year, 1 month ago

Selected Answer: E

* Ans: E (Stepherbun is correct)

SW Reclamation Rule (Answer E) - it defines the time duration that must be unused (or used) - page 422 in eBook of the SN SAM Pro course
SW usage (Answer A) is only for providing the metering info, not to define (as Must use), so not the correct answer here

upvoted 1 times

🗲️ 👤 **CarmelRaj** 1 year, 8 months ago

A. Software Usage Metering is the right answer

upvoted 1 times

By default, which user role must verify the successful activation of plugins by ServiceNow support?

- A. sam_user
- B. asset_admin
- C. sam_admin
- D. sys_admin

Correct Answer: D

Community vote distribution

D (67%)


C (33%)

 **CarmelRaj** Highly Voted 2 years, 2 months ago

there is no role called sys_admin.

C (sam_admin) is the right answer

upvoted 7 times

 **Setheril** Most Recent 9 months, 2 weeks ago

Selected Answer: D

An answer being wrong does not mean an alternative is necessarily right. The answer is 'admin' as others have suggested. 'sam_admin' does not have privileges to review plugin installations directly.

There are no right answers here but the equivalent to admin, 'sys_admin' is the one the person who submitted these questions had intended to be the correct answer

upvoted 1 times

 **Valteri69** 11 months ago

It's D.

From the Course Lab: As a ServiceNow administrator, I need to validate that all required Software Asset Management functionality... 1. Log in as the System Administrator...

upvoted 1 times

 **e907a5e** 1 year, 3 months ago

Selected Answer: D


sys_admin admin admin sys_admin

upvoted 1 times

 **e907a5e** 1 year, 3 months ago

English: There is no role named sys_admin. However, it is the responsibility of the system administrator to check the results of the plugin installation, which requires the admin role. I choose sys_admin instead of admin.

upvoted 2 times

 **MarlyB** 1 year, 3 months ago


Selected Answer: D

I would also say sys_admin because of this in the course:

By default, the ServiceNow administrator persona (admin role) is responsible for loading asset management data from integrations and discovery tools into SAM Pro.

This is said specifically out of context to the sam_admin role.

upvoted 2 times

 **bbbfff** 1 year, 3 months ago

Selected Answer: D

for sure not sys_admin (does not exist). System Administrator [admin] is the correct role. Even though this is in SAM exam, it is one of the general questions. I would still pick this option in the actual test (they have lot of mistakes in them btw)

upvoted 2 times

 **Taddei** 1 year, 9 months ago

Selected Answer: C

If there is no "sys_admin", the only right answer is sam_admin...

upvoted 3 times

When populating software usage records automatically via Microsoft System Center Configuration Manager (SCCM), which plugins are required? (Choose two.)

- A. Microsoft Publisher Pack plugin
- B. Microsoft SCCM Software Usage plugin
- C. Microsoft SCCM Integration plugin
- D. Performance Analytics Premium for Software Asset Management plugin
- E. Orchestration-Client Software Distribution plugin

Correct Answer: BC

Community vote distribution

BC (100%)

🗳️ 👤 **Voltcz** 6 months, 1 week ago

Definitely BC

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/task/configure-sccm-sam.html>

upvoted 1 times

🗳️ 👤 **MarlyB** 8 months ago

Selected Answer: BC

Microsoft SCCM Integration plugins: integrate Microsoft SCCM with SAM

Microsoft SCCM Software Usage plugins: import software usage data from Microsoft SCCM to SAM. Both SCCM plugins can be installed through System Definitions --> Plugins.

upvoted 1 times

🗳️ 👤 **Taddei** 1 year, 3 months ago

Selected Answer: BC

Explanation in Servicenow Documentation: <https://docs.servicenow.com/en-US/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/sccm-software-usage.html>

upvoted 3 times

🗳️ 👤 **gicali3119** 1 year, 5 months ago

Activate the SCCM integration plugin for your version of SCCM.

Integration – Microsoft SCCM 2012 v2 (com.snc.integration.sccm2012v2)

Integration – Microsoft SCCM 2016 (com.snc.integration.sccm2016)

If you want to pull software usage data from SCCM, activate the software usage plugin for your version of SCCM.

Integration – Microsoft SCCM 2012 v2 Software Usage (com.snc.samp_usage_sccm) plugin

Integration – Microsoft SCCM 2016 Software Usage (com.snc.samp.usage_sccm_2016) plugin

upvoted 3 times

🗳️ 👤 **AKASHGARG8** 1 year, 7 months ago

Selected Answer: BC

B & C are the correct option, I read it in the booklet provided by servicenow

upvoted 4 times

🗳️ 👤 **[Removed]** 1 year, 5 months ago

can you please provide link to booklet?

upvoted 2 times

🗳️ 👤 **CarmelRaj** 1 year, 8 months ago

A & B are the right answer

upvoted 1 times

An allocation is automatically created in which of the following scenarios? (Choose two.)


- A. After receiving the rights for software from a purchase order
- B. After a Create allocation remediation option has been taken
- C. After reconciliation runs and identifies that rights are 'Not allocated in use'
- D. When a software installation is discovered
- E. After successfully sourcing a request via an existing entitlement

Correct Answer: BE

Community vote distribution

BE (67%)

BC (33%)

 **gicali3119** Highly Voted 1 year, 11 months ago

B and E. When sourcing from existing entitlement you literally click "Allocate" and select the entitlement to which you are allocating from. B similar response.

upvoted 6 times

 **josh0510_** Most Recent 9 months ago

Selected Answer: BE

in the fundamentals training,


1. Source from existing available rights or create a purchase order to source from a vendor.

There are two options are available when sourcing a request:

Add allocation

2. Software entitlement rights may be allocated through the software request process (service catalog), the software remediation process (based on reconciliation)

upvoted 1 times

 **MarlyB** 1 year, 3 months ago

Selected Answer: BE


From the course:

Allocations identify a user or device with one or more rights to use a software entitlement. Each entitlement will have multiple allocations, and each user or device can have multiple rights allocated to them.

From forum <https://www.servicenow.com/community/sam-forum/sam-pro-auto-allocation-of-software-entitlement-from-software/m-p/1338136>

Following the import if the software entitlement records, run a reconciliation and in the Remediation Options for the software models in question, you can select Create allocations and automatically allocate the available entitlement rights.

upvoted 2 times

 **bbbfff** 1 year, 3 months ago

Selected Answer: BE

as gicali wrote

upvoted 1 times

 **Samcertification** 1 year, 7 months ago

Selected Answer: BC

B and C:

for B:

[https://support.servicenow.com/kb?](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0728369#:~:text=When%20allocations%20are%20created%20via,the%20allocation%20condition%20is%20met.)

[id=kb_article_view&sysparm_article=KB0728369#:~:text=When%20allocations%20are%20created%20via,the%20allocation%20condition%20is%20met.](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0728369#:~:text=When%20allocations%20are%20created%20via,the%20allocation%20condition%20is%20met.)

Cannot find for C

upvoted 2 times

  **[Removed]** 1 year, 12 months ago

can anyone confirm if it's B and C? I can't find this anywhere

upvoted 1 times

  **CarmelRaj** 2 years, 2 months ago

B and C are the right answers

upvoted 2 times

In the ServiceNow base platform, which roles have the ability to refresh processor definitions?

- A. sam_user / sam_admin / sys_admin
- B. sam_user / sys_admin
- C. sam_admin / sys_admin
- D. sys_admin / asset_admin

Correct Answer: C

Community vote distribution

C (100%)

dbiederm 5 months, 2 weeks ago

The ACL for "samp_processor_definition" tells role "nobody" for "create or write".

If I do "samp_processor_definition.do" - as admin - all fields are greyed out

upvoted 1 times

Samcertification 1 year, 7 months ago

Selected Answer: C

Only sam_admin should be the answer. None of these are correct

https://docs.servicenow.com/en-US/bundle/vancouver-it-asset-management/page/product/software-asset-management2/task/t_RefreshProcessorDef.html

Before you begin

Role required: sam_admin

upvoted 1 times

Anthony98 1 year, 8 months ago

Selected Answer: C

correct answer C

upvoted 1 times

Taddei 1 year, 9 months ago

Selected Answer: C

sys_admin dont exists, please correct the answers...

upvoted 3 times

Stepherbun 2 years ago

C is the correct answer - It's on page 136 of the SAM text book that came with the SN SAM Pro course. (sam_admin and sys_admin)

upvoted 4 times

CarmelRaj 2 years, 2 months ago

D sys_admin / asset_admin is the right answer

upvoted 1 times

LoicRBS 2 years, 3 months ago

Selected Answer: C

https://docs.servicenow.com/en-US/bundle/tokyo-it-asset-management/page/product/software-asset-management2/task/t_RefreshProcessorDef.html

upvoted 3 times

fmineo 2 years, 4 months ago

Selected Answer: C

Only sam_admin and sys_admin roles have the ability to refresh the processor definitions

upvoted 3 times

Which of the following are required to import usage data using the System Center Configuration Manager (SCCM) data? (Choose three.)

- A. Reclamation Candidate
- B. Software Product
- C. SCCM Application
- D. Software Models
- E. Product Process
- F. Reclamation Rule

Correct Answer: BEF

Community vote distribution

BEF (90%)

10%

  **dolschew** 1 month, 1 week ago



Selected Answer: BCE

"reclamation rule" is not necessary to import data
upvoted 1 times

  **2ee7b4f** 3 months ago

Selected Answer: BEF

A software product must have a product process, which consists of a filename, that is required for SCCM Usage to pull data. When adding a software product to a reclamation rule, any product processes associated with the software product are shown in the Product Process related list. Product processes are stored in the Software Product Process [samp_sw_product_process] table.
upvoted 1 times

  **Anthony98** 8 months, 3 weeks ago

Selected Answer: BEF

<https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management2/task/create-reclamation-rule-sccm.html>

"A software product must have a product process, which consists of a filename, that is required for SCCM Usage to pull data. When adding a software product to a reclamation rule, any product processes associated with the software product are shown in the Product Process related list. Product processes are stored in the Software Product Process [samp_sw_product_process] table."
upvoted 4 times

  **Taddei** 9 months, 3 weeks ago

Selected Answer: BEF

"A software product must have a product process, which consists of a filename, that is required for SCCM Usage to pull data. When adding a software product to a reclamation rule, any product processes associated with the software product are shown in the Product Process related list. Product processes are stored in the Software Product Process [samp_sw_product_process] table."

<https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management2/task/create-reclamation-rule-sccm.html>

upvoted 4 times



  **[Removed]** 12 months ago

i think correct answer is BCD
upvoted 2 times

Software usage data can be imported utilizing:

- A. Transform Map
- B. Other Third Party Sources
- C. System Center Configuration Manager (SCCM)
- D. Manually

Correct Answer: C

  **gicali3119** 5 months, 2 weeks ago

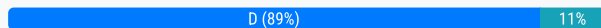
ACD you can import usage manually user transform map to the samp_sw_usage table, but you will need publish, year, product, month, user, and ci as
colase. You cant have same user for same year, month for same product
upvoted 2 times

Which of the following statements is incorrect with regards to on-premise import and export of Content Service data?

- A. Clicking on the "Manage Software Library" module takes the user to an interceptor page where they can select to import or export data.
- B. On-premise instances do not receive automatic Software Library updates.
- C. Normalization content is eligible for the export feature.
- D. By default, you are opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin.
- E. You must opt-in to the SAM Content Service through the Content Service setup page.

Correct Answer: D

Community vote distribution



[Removed] 1 year, 5 months ago

I think it's D cause it's not active by default
upvoted 5 times

MarlyB 10 months ago

Selected Answer: D

Its D, by default you are opted out. The whole Now Learning topic about this is just 'Why should you opt in?' lol
upvoted 4 times

oschei 1 year ago

Selected Answer: D

D. By default, you are opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin.

is incorrect. By default, you are not opted in to the Manage On-Premise Library (com.sn_samp_on_prem) plugin. You would typically need to opt-in or activate such plugins in ServiceNow.

upvoted 4 times

afar4ar34wafadd 1 year, 2 months ago

Selected Answer: E

From Now learning document

To participate in this service, you must opt-in. You can exclude specific software discovery models from being provided to ServiceNow on the Software Discovery Model form.

By default, you are opted out.

Therefore E is correct?

upvoted 1 times

J64DevTeam 1 year, 2 months ago

I think you may be a little confused on the question. The correct answer would in fact be D because it is asking which answer choice is INCORRECT. That being said you are absolutely correct that you are opted out by default. Making D the most accurate choice in this question.

upvoted 2 times

If a value from an import does not exist in ServiceNow and the import should not create a new record, which option should be selected?

- A. Reject
- B. Create
- C. Delete
- D. Ignore

Correct Answer: A

Community vote distribution

A (82%)

D (18%)

 **Taddei** Highly Voted 1 year, 9 months ago

Selected Answer: A

The right answer is A: Reject to not create a record, if "ignore" is selected, the record will still be created.

create: Create a new choice or record in the reference table.

ignore: Ignore the new value from the source table.

reject: Skip the entire row (record) containing the new value and continue to the next row.

upvoted 9 times

 **Setheril** Most Recent 9 months, 2 weeks ago

The question is not clear about what record should not be created as in this scenario the transform would be creating two records, not one.

There are two possibilities:

- If the transforms target record should not be created, then Reject is the correct answer as this will stop the creation of the new choice or reference data and also block the insert of the target record

- If the target choice or reference records should not be created, then Ignore would be a more appropriate option. This would allow the insert of the target record but block the insert of the new choice/reference data and leave the associated field on the target record empty. Reject would also work here but that would be throwing the baby out with the bath water.

Delete is not a valid choice and Create is the happy path where you want to insert the related record

upvoted 1 times

 **Valteri69** 11 months ago

A. Reject will skip the record.

Ignore will create a record, but leave the field empty or filled with default value.

upvoted 1 times

 **Shazbey2022** 1 year, 3 months ago

Selected Answer: D

Correct Answer D

Ignore, ignores the value

Reject, rejects the whole row

upvoted 2 times

 **CarmelRaj** 2 years, 3 months ago

it should be ignore

upvoted 1 times

When loading a medium amount of data, which is the best method to use?

- A. Use Discovery to find software on the network
- B. Modify a workflow
- C. Manually add through ServiceNow forms
- D. Import data
- E. Create a business rule

Correct Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

What is a first key step prior to uploading your entitlement import data via the ServiceNow-provided template?

- A. Ensure you have filled out every field in the template file
- B. Ensure the entitlement data is listed on the first tab of the template file
- C. Ensure you have downloaded and used the latest version of the template file
- D. Ensure you have the sam_user role assigned to you

Correct Answer: C

Community vote distribution

C (100%)

🗳️ 👤 **MarlyB** 8 months ago

Selected Answer: C

As best practice, download the import template each time you import as there may be changes from release to release
upvoted 1 times

🗳️ 👤 **Taddei** 1 year, 3 months ago

Selected Answer: C

Explanation in SAM Fundamentals
upvoted 4 times

🗳️ 👤 **GMOJO** 1 year, 9 months ago

Correct answer is C. The first tab contains the instructions for how to fill out the template.
upvoted 4 times

What are three ways to get software asset data into ServiceNow?

- A. Clone, Background Script, Discovery
- B. Import Data, Plugin, Clone
- C. Discovery, Import Data, Manual
- D. Plugin, Background Script, Manual

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

The Software Asset Management Content Service is automatically enabled and cannot be opted out.

- A. True
- B. False

Correct Answer: B

Community vote distribution

B (100%)

 **MarlyB** 8 months ago

Selected Answer: B

Content Data Services: provides continual software recognition improvement based on your Discovery data. By default, you are opted out, you only receive normalization service updates from other sources. When opted in, you can exclude specific software Discovery models from being provided to ServiceNow by checking the 'Exclude from content service' check box on the Discovery model form.

upvoted 2 times

What table is populated with the content library data that is pulled from the content service?

- A. samp_sw_package
- B. cmdb_sw_product_model
- C. sam_content_library
- D. cmdb_ci_spkg

Correct Answer: A

Community vote distribution

A (100%)

 **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: A

After the content download is complete, the updated content is pulled into the staging columns of the Software Publishers (samp_sw_publisher), Software Products (samp_sw_product), Discovery maps (samp_sw_entitlement_definition), and Software Product Definitions (samp_sw_product_definition) tables. A query runs and identifies what transactional data in your instance must be updated with the new content. After the changes are identified, the changes are then propagated to your instance
upvoted 7 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: A


If the ServiceNow instance is SN hosted, a weekly job runs to automatically pull normalization library content data from the content server.

Determining whether the content has been pulled:

- Query Download Schedules (cds_client_schedule) for each table starting with "samp_". The Last Updated On column will contain when the data for that table was last pulled from the content server.

- In the content that ships with the plugin, there are over 7,700 records in samp_sw_package table.

upvoted 1 times

 **Taddei** 1 year, 3 months ago

Selected Answer: A

The content service tables starts with samp_sw

upvoted 2 times

When specified during an entitlement import, which of the following is matched to data in the Content Service Library and used to create a software model automatically?

- A. Purchase Order (PO)
- B. Software Model
- C. Publisher Part Number (PPN)
- D. Asset Tag

Correct Answer: C

Community vote distribution

C (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: C

From the course:

The Publisher Part Number is optional, yet recommended. If available, the import process will automate matching this Software Entitlement with the correct Software Model, creating it if it doesn't already exist. If you do not have this field, the next four fields are mandatory (publisher, product, version, and edition). Since the solution must match every Software Entitlement with a Software Model, if the publisher part number were not present, the next four fields combined would identify the Software Model in lieu of automating it via publisher part number.

upvoted 3 times

As part of the software normalization process, software discovery models are normalized via which mechanisms? (Choose two.)

- A. Fix script
- B. Scheduled job
- C. Business rule
- D. Integration
- E. Workflow

Correct Answer: BC

Community vote distribution

BC (100%)

 **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: BC

Discovery models are compared to ServiceNow's Software Content Library

As part of the software normalization process, software discovery models are normalized:

- Business Rule Create a Software Normalization executes before insert/update and normalizes (Publisher, Product, and Version) discovery model using the exact match rules (samp_package_map, samp_product_map, cds_client_name). Pattern based rules are not run during execution of the business rule.


- Scheduled job Discovery Model Normalization (sysauto_script) runs daily.

- o Processes all discovery models that are not normalized or manually normalized.

§ First attempts to normalize based on the exact match rules (package, product, publisher).

§ Then applies the pattern based rules in batch across the remaining discovery models.

upvoted 13 times

 **Anthony98** Highly Voted 1 year, 2 months ago

Selected Answer: BC

8. Normalization of software discovery models:

a. Business Rule Create a Software Normalization executes before insert/update and normalizes discovery model using the exact match rules (samp_package_map, samp_product_map, cds_client_name). Pattern based rules are not run during execution of the business rule

b. Scheduled job Discovery Model Normalization (sysauto_script) runs daily.

i. Processes all discovery models that are not normalized or manually normalized.

1. First attempts to normalize based on the exact match rules (package, product, publisher).

2. Then applies the pattern based rules in batch across the remaining discovery models.

upvoted 5 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: BC

Discovery models are compared to ServiceNow's Software Content Library:

- Business rule 'Create a Software Normalization' executes and normalizes discovery model using the exact match rules.

- Scheduled job 'Discovery Model Normalization (sysauto_script) runs daily.

- o Processes all Discovery models that are not normalized or manually normalized.

- o First attempts on exact match rules (package, product, publisher), then applies pattern based rules.

upvoted 2 times

 **Stepherbun** 1 year, 6 months ago

I Agree with fmineo - the correct answer is B & C - that excerpt is from page 132 of the text for the SN SAM Pro course.

upvoted 3 times

What is the definition of Partially Normalized?

- A. A discovery model normalized based on publisher field alone.
- B. The software discovery model has not yet completed its run through the normalization process.
- C. A discovery model was normalized based on publisher and product fields only.
- D. A discovery model was normalized based on publisher, product, version fields.

Correct Answer: C

Community vote distribution

C (100%)

 **MarlyB** 10 months ago

Selected Answer: C

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/normalization-status.html>

A discovery model is partially normalized based on publisher and product fields only. In this case, the version field is editable and once that information is added the normalization status is changed to Manually Normalized.

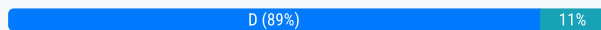
upvoted 2 times

What is the name of the Scheduled job that runs daily for normalization?

- A. Create a Software Normalization
- B. Software Installation Normalization
- C. Software Model Cleanup
- D. Discovery Model Normalization

Correct Answer: D

Community vote distribution



🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: D

Discovery models are compared to ServiceNow's Software Content Library:

- Business rule 'Create a Software Normalization' executes and normalizes discovery model using the exact match rules.
 - Scheduled job 'Discovery Model Normalization (sysauto_script)' runs daily.
 - o Processes all Discovery models that are not normalized or manually normalized.
 - o First attempts on exact match rules (package, product, publisher), then applies pattern based rules.
- upvoted 3 times

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: D

Seems to have changed, but D is closest:

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/ml-learning-sam.html>

The scheduled job, SAM-Normalize discovery models using content library rules, triggers on a daily basis and normalizes the discovery models based on the content rules.

upvoted 3 times

🗨️ 👤 **Shazbey2022** 10 months ago

Selected Answer: A

Answer is A

upvoted 1 times

🗨️ 👤 **Anthony98** 1 year, 2 months ago

Selected Answer: D

Scheduled job Discovery Model Normalization (sysauto_script) runs daily.

upvoted 2 times


Within Software Asset Management there are many key terms to understand, what is the best definition for Software Allocation?

- A. One or more use rights assigned to a specific device or user.
- B. Something acquired with use rights.
- C. The process of normalizing a discovered software installation to standardized values.
- D. Finding and recognizing software or a software feature on a device.

Correct Answer: A

Community vote distribution



A (100%)

  **LoicRBS** Highly Voted 1 year, 9 months ago

Selected Answer: A

Software allocations in ServiceNow's Software Asset Management Professional product are records that grant one or many right(s), are identified on the entitlement record, and assigned to a user or device to use the software.

upvoted 7 times

  **Stepherbun** Highly Voted 1 year, 6 months ago

I agree - It's answer A - the definition is on page 8 of the ServiceNow SAM pro text that came with the course.

upvoted 5 times

  **MarlyB** Most Recent 8 months ago

Selected Answer: A

Software allocation: records that grant one or many rights, are identified on the entitlement record and assigned to a user or device to use the software. Entitlements that have available rights may be allocated to multiple users or devices, so each entitlement will have multiple allocations.

upvoted 2 times

  **MarlyB** 10 months ago

Selected Answer: A

https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/software-asset-management2/task/t_AddAnEntitlementAllocationSAMF.html

A user or device allocation can be added to a software entitlement to specify a user or device to which rights have been allocated.



upvoted 2 times

  **Shazbey2022** 10 months ago

Selected Answer: A

Question is about Software Allocation.

upvoted 2 times

  **Ruby04** 1 year, 1 month ago

I agree it should be "A"

upvoted 4 times

  **Samcertification** 1 year, 1 month ago

Selected Answer: A

A is the definition of allocation

upvoted 2 times

  **Samcertification** 1 year, 1 month ago

Answer is the definition of allocation


A

upvoted 2 times

  **Anthony98** 1 year, 2 months ago

It's answer A -


upvoted 2 times

☐  **Taddei** 1 year, 3 months ago

Selected Answer: A

Who made this put random answers...


upvoted 3 times

☐  **amrsi** 1 year, 10 months ago

Selected Answer: A

A is what serviceNow has mentioned

upvoted 4 times

☐  **fmimeo** 1 year, 10 months ago

Selected Answer: A

right definition

upvoted 4 times

How often is the scheduled job for the normalization process run?

- A. Nightly
- B. Weekly
- C. Every time Discovery is run
- D. Nightly for new discovery models and weekly for all discovery models that do not have a status of normalized or manually normalized
- E. Immediately for new discovery models and nightly for all discovery models that do not have a status of normalized or manually normalized

Correct Answer: A

Community vote distribution

A (100%)



  **LoicRBS** Highly Voted 2 years, 3 months ago

Selected Answer: A


Scheduled job Discovery Model Normalization (sysauto_script) runs daily.
upvoted 8 times

  **IndianaJones812** Most Recent 10 months, 2 weeks ago

While A seems correct, I think E is the most correct. "A scheduled job for the normalization process runs daily. Whenever a new discovery model is created, the normalization process is run and the status is indicated."
upvoted 2 times

  **boss1986** 2 months, 1 week ago

Hmmmmmm, actually it's still [A] because what is happening "...whenever a new discovery model is created" is not a scheduled job but a business rule.
upvoted 1 times

  **MarlyB** 1 year, 2 months ago



Selected Answer: A

- Scheduled job 'Discovery Model Normalization (sysauto_script) runs daily.
upvoted 1 times

  **Anthony98** 1 year, 8 months ago

Selected Answer: A

It's answer A -
upvoted 1 times

  **Taddei** 1 year, 9 months ago

Selected Answer: A

Runs daily
upvoted 2 times

  **[Removed]** 1 year, 11 months ago

I agree it's A
upvoted 1 times

Discovery models may not be fully normalized until updated content is downloaded from the ServiceNow Software Content Library. How do you determine if the content has been downloaded?

- A. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard.
- B. Determine if the business rule "Create a Software Normalization Download" has been triggered yet or not.
- C. Query the scheduled job reports to determine if the "Software Content Library Download" (samp_cds_download) job has completed yet.
- D. Review the number of records in the samp_product_map table. If there are ~7,700 records in the table, the download has completed at least once.

Correct Answer: A

Community vote distribution

A (100%)

StanPorro Highly Voted 1 year, 9 months ago

Selected Answer: A

Correct answer is A according to the documentation

The Central Data Service Download Status related list is updated daily when the SAM – Central Data Service Download Status job is run.

<https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/software-asset-management2/concept/sam-normalization-dash.html>

upvoted 6 times

MarlyB Most Recent 8 months ago

Selected Answer: A

A seems the most logical one

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/concept/sam-normalization-dash.html>

upvoted 1 times

Stepherbun 1 year, 6 months ago

I agree, the Answer should be A - it is also on page 132 of the SN SamPro text that came with the course.

upvoted 3 times

When populating the Downgrade Rights table, if there is no software model corresponding to a discovery map, which of the following is automatically created?

- A. Software Discovery Model
- B. Software Model
- C. Software Downgrade Model
- D. Software Install Model

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: B

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/downgrade-rights.html>

If there is no software model corresponding to a discovery map, when populating the Downgrade Rights [samp_sw_downgrade_model] table, a new software model is automatically created.

upvoted 1 times

For software asset management, when software is discovered, the records from the discovered pattern are copied into which table?

- A. cmbd_sam_sw_reconcile
- B. cmbd_sam_sw_discover
- C. cmbd_sam_sw_allocate
- D. cmdb_sam_sw_discovery_model
- E. cmbd_sam_sw_install

Correct Answer: E

Community vote distribution

E (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: E

From the course:

If a matching record is found in the Software Discovery Model table [cmdb_sam_sw_install], then the Software Installation table updates the software discovery model record. If a record is not found, a new record is created. Data is then passed to the Software [cmdb_ci_spkg] table to preserve backward compatibility.

upvoted 1 times

🗨️ 👤 **Samcertification** 1 year, 1 month ago

Selected Answer: E

cmbd_sam_sw_install should be cmdb_sam_sw_install

upvoted 2 times

🗨️ 👤 **Karmenka** 1 year, 1 month ago

Agreed! I noticed that each answer has "CMBD" as the prefix...could throw people off because "D." is the only correct Prefix, but that table does not exist.

upvoted 1 times

Within ServiceNow Discovery, the Exploration phase determines what?

- A. Are you there? How will I classify you?
- B. What else can you tell me about yourself?
- C. Have I seen you before?
- D. How should I classify you specifically?

Correct Answer: B

Community vote distribution

B (100%)

 **CarmelRaj** Highly Voted 1 year, 9 months ago

Option B is correct answer
upvoted 5 times

 **123stan123** Highly Voted 1 year, 10 months ago

Exploration: "What else can you tell me about yourself?"
upvoted 5 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: B


Four Discovery phases:

- Scanning: Are you there? How will I classify you?
o Probes and sensors are used
 - Classification: How should I classify you specifically?
o Probes and sensors are used
 - Identification: Have I seen you before?
o Patterns are used (or additional probes and sensors)
 - Exploration: What else can you tell me about yourself?
o Software running on the IP-enabled device is identified
o Patterns are used (or additional probes and sensors)
- upvoted 1 times


 **Anthony98** 1 year, 2 months ago

Selected Answer: B

- a. Scanning: "Are you there? How will I classify you?"
 - b. Classification: "How should I classify you specifically?"
 - c. Identification: "Have I seen you before?":
i. Patterns are used
 - d. Exploration: "What else can you tell me about yourself?"
i. Patterns are used
- upvoted 3 times

 **Stepherbun** 1 year, 6 months ago

I agree - the answer is B as per page 113 from the SN SAM Pro text provided with the course.
upvoted 4 times

 **fmimeo** 1 year, 10 months ago

Selected Answer: B

exploration add specific information about Serce
upvoted 4 times

If your organization is currently running Discovery, but has not yet installed the SAM Professional application, what must you do after installing SAM in order to make your discovered software installation information available to SAM?

- A. Convert the records from the [cmdb_ci_spkg] table into the [cmdb_sam_sw_install] table
- B. Run the "Migrate software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table
- C. Run the "Discover software installations" script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table
- D. Export the records from the [cmdb_ci_spkg] table into an xml spreadsheet and import them into the [cmdb_sam_sw_install] table

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: B

https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/task/t_MigrateSWInstalls.html

Migrate software installations

If you are using Discovery, run this script after installing the Software Asset Management application to copy previously discovered software installation records from the [cmdb_software_instance] table to the [cmdb_sam_sw_install] table, which is used by the Software Asset Management application to store software installation records.

upvoted 2 times

🗨️ 👤 **rafpac16** 1 year, 1 month ago

Selected Answer: B

PG. 120, super clear

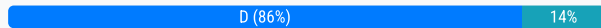
upvoted 2 times

ServiceNow Discovery identifies the software running on an IP-enabled device during which of its phases?

- A. Classification
- B. Identification
- C. Port Scan
- D. Exploration
- E. Communication

Correct Answer: D

Community vote distribution



🗳️ 👤 **CarmelRaj** Highly Voted 👍 1 year, 9 months ago
 it's option d: Exploration
 upvoted 8 times

🗳️ 👤 **fmineo** Highly Voted 👍 1 year, 10 months ago
Selected Answer: D
 is exploration
 upvoted 7 times

🗳️ 👤 **MarlyB** Most Recent 🕒 8 months ago
Selected Answer: D
 Four Discovery phases:
 - Scanning: Are you there? How will I classify you?
 o Probes and sensors are used
 - Classification: How should I classify you specifically?
 o Probes and sensors are used
 - Identification: Have I seen you before?
 o Patterns are used (or additional probes and sensors)
 - Exploration: What else can you tell me about yourself?
 o Software running on the IP-enabled device is identified
 o Patterns are used (or additional probes and sensors)
 upvoted 1 times

🗳️ 👤 **MarlyB** 10 months ago
Selected Answer: D
 From the course:
 Exploration is the phase where the software running on the IP-enabled device is identified.
 upvoted 2 times

🗳️ 👤 **Kylyty** 10 months, 2 weeks ago
Selected Answer: B
 Sounds like Identification
 upvoted 2 times

🗳️ 👤 **Anthony98** 1 year, 2 months ago
Selected Answer: D
 Exploration, because pattern are used during the least two phases of the Discovery
 upvoted 2 times

When a Software Installation record is created, ServiceNow attempts to match the installation to a:

- A. Software Entitlement
- B. Software Model
- C. Software Discovery Model
- D. Application Model

Correct Answer: C

Community vote distribution

C (100%)

🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: C

Its about the ServiceNow Discovery process, so Discovery Software Model
upvoted 1 times

🗨️ 👤 **JBurns1979** 11 months, 1 week ago

Selected Answer: C

From Software Discovery in SAM Fundamentals:

As part of the discovery process, software installations are matched with a software discovery model using the primary key from the Software Installation [cmdb_sam_sw_install] table. If a software discovery model is not found that matches the primary key, a new software discovery model is automatically created.

upvoted 4 times

🗨️ 👤 **Sammytheboy** 1 year, 4 months ago

Correct ans is C. It is mentioned in Ebook page no 123
upvoted 4 times

🗨️ 👤 **[Removed]** 1 year, 5 months ago

I think it's B

<https://docs.servicenow.com/en-US/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/duplicate-sw-models.html>

upvoted 2 times

ServiceNow Discovery has 4 phases: Scanning; Classification; Identification; and Exploration.

In which phase is the software running on a device identified?

- A. Classification
- B. Scanning
- C. Exploration
- D. Identification

Correct Answer: C

Community vote distribution

C (100%)

 **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: C

Exploration is the phase where the software, running on the IP enabled device, is identified.

upvoted 5 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: C

Four Discovery phases:

- Scanning: Are you there? How will I classify you?

o Probes and sensors are used

- Classification: How should I classify you specifically?

o Probes and sensors are used

- Identification: Have I seen you before?

o Patterns are used (or additional probes and sensors)

- Exploration: What else can you tell me about yourself?

o Software running on the IP-enabled device is identified

o Patterns are used (or additional probes and sensors)

upvoted 2 times

 **Anthony98** 1 year, 2 months ago

Selected Answer: C

Exploration is the phase where the software running on the IP-enabled device is identified.

upvoted 4 times

 **CarmelRaj** 1 year, 9 months ago

option c, Exploration

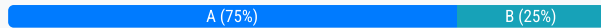
upvoted 4 times

Any product that accurately discovers software installations on computers in an environment can be used as the source for a Software Installation data.

- A. True
- B. False

Correct Answer: A

Community vote distribution



🗲️ 👤 **Ciasteczkowyciastek** 2 months, 4 weeks ago

Selected Answer: A

It can be integrated with any other discovery software. You just need to set integration.

upvoted 1 times

🗲️ 👤 **2ee7b4f** 3 months, 1 week ago

Selected Answer: A

Most votes does NOT MATCH the answer provided!!!!

upvoted 1 times

🗲️ 👤 **klipero** 4 months ago

Selected Answer: A

As per SAM - Fundamentals course, automated discovery tools are the most efficient way to populate the SAM application, however other discovery tools can be also used.

upvoted 1 times

🗲️ 👤 **SuperMario73** 4 months, 1 week ago

Selected Answer: A

Should be A in my view.

Some are supported directly - others can be integrated via import sets, api or integration hub.

As long as the 3rd party data is accurate, complete and updated it can be used.

upvoted 3 times

🗲️ 👤 **MarlyB** 8 months ago

Selected Answer: B

<https://www.servicenow.com/community/training-and-certifications/software-installations-in-an-environment/m-p/362590>

upvoted 2 times

When are discovery models created?

- A. They are manually created
- B. They are automatically created during discovery
- C. When SAM Plugin is enabled
- D. They are automatically created during reconciliation
- E. They are automatically created during normalization.

Correct Answer: B

Community vote distribution

B (100%)

  **MarlyB** 8 months ago

Selected Answer: B

Software Discovery model: automatically created during discovery or import process to identify and normalize the software installed in an environment.

upvoted 1 times

  **JBurns1979** 11 months, 1 week ago

Selected Answer: B

From Software Discovery in SAM Fundamentals:

As part of the discovery process, software installations are matched with a software discovery model using the primary key from the Software Installation [cmdb_sam_sw_install] table. If a software discovery model is not found that matches the primary key, a new software discovery model is automatically created.

upvoted 1 times

By default, which persona is responsible for controlling the day-to-day activities of the SAM process and ensuring the overall quality of software asset data?

- A. ServiceNow administrator
- B. SAM manager
- C. SAM user
- D. SAM process owner
- E. SAM developer

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: B

Personas:

- SAM Process Owner: a senior manager with the influence and authority to ensure that the SAM process is rolled out and executed correctly and consistently across the organization.
- SAM Manager: a manager responsible for control of the day-to-day activities of the SAM process, ensuring the quality of software asset data.
- SAM Administrator: responsible for creating and maintaining software asset information, including software models, software entitlements and allocations defined within the scope of their area.
- ServiceNow Administrator: responsible for loading of asset management data, integrations and discovery tools into SAM Pro.

upvoted 1 times

🗨️ 👤 **JBurns1979** 11 months, 1 week ago

Selected Answer: B

From SAM Product Overview in SAM Fundamentals:

SAM Manager: A manager responsible for control of the day-to-day activities of the SAM process, ensuring the quality of software asset data.

upvoted 2 times

When creating custom products: (Choose the best answer.)

- A. Custom products should not be tracked in ServiceNow.
- B. Custom products should not be created for anything included in the content library.
- C. Custom products are automatically created in the content library.
- D. Custom products should be created for anything included in the content library.

Correct Answer: B

Community vote distribution

B (100%)

 **CarmelRaj** Highly Voted 1 year, 9 months ago

Selected Answer: B

If a software product does not exist in the Software Library, you can add a custom product. Custom products enable you to normalize and account for homegrown software, or software that is not yet part of the Software Library.

https://docs.servicenow.com/en-US/bundle/tokyo-it-asset-management/page/product/software-asset-management2/task/t_AddACustomProduct.html

upvoted 9 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: B

Software product: used in combination with the publisher during Discovery model normalization. You can add a custom product if a software product does not exist in the Software library in Software Asset Administration Custom Products. Pay-for-license software products are stored in the Software Product table [sam_sw_product] which is updated from the ServiceNow Content Library.

upvoted 1 times

 **anasm** 9 months, 1 week ago

If a software product does not exist in the Software Library, you can add a custom product. Custom products enable you to normalize and account for homegrown software, or software that is not yet part of the Software Library.

I agree with B

upvoted 1 times

 **Ruby04** 1 year, 1 month ago



i agree it should be B

upvoted 1 times

If a customer does not like the way reconciliation runs or calculates compliance, it is okay to modify the scripts includes, business rules and other logic to accommodate the business requirement.

- A. True
- B. False

Correct Answer: B

  **doode** 9 months ago

I don't think it's an option to "not like the way reconciliation is run". If the user believes there are errors, raise a Hi ticket.
upvoted 1 times

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

Community vote distribution

B (100%)

🗉 👤 **MarlyB** 10 months ago

Selected Answer: B

From the course:

Users with the sam_admin role can run on-demand reconciliation; users with sam_user role can only view reconciliation results.
upvoted 1 times

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

Community vote distribution

D (100%)

🗲️ 👤 **MarlyB** 8 months ago

Selected Answer: D

- Reconciliation: calculates the compliance status of software products with respect to discovered installations and defined software models and entitlements.

upvoted 1 times

🗲️ 👤 **JBurns1979** 11 months ago

Selected Answer: D

Software reconciliation is an automated process that calculates compliance based on how many rights are in use compared to the number of active rights purchased. It keeps license positions accurate and up to date without manual calculations.

upvoted 2 times

The definition for _____ in the Reconciliation Product result is: "Estimated cost of remediating non-compliance based on the least number of rights needed."

- A. Reconciliation cost
- B. True-up cost
- C. True-down cost
- D. Over-licensed cost

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: B

https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/software-asset-management2/task/t_ViewSWModelResultsSAMF.html

True-up cost: Estimated cost of remediating non-compliance based on the least number of rights needed (rights needed * average price per right from entitlements). The lowest cost from Purchase Rights remediation options.

upvoted 2 times

When reconciliation is run, a list of product results displays the compliance status of software versions and editions with respect to discovery and entitlements.

- A. True
- B. False

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: B

- Reconciliation: calculates the compliance status of software products with respect to discovered installations and defined software models and entitlements.

upvoted 1 times

🗨️ 👤 **e907a5e** 9 months ago

Selected Answer: B

B: Software Model Result shows compliance status based on software version.

upvoted 1 times

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: B

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/Recon-swmodelresults-classic.html>

I think it does show the version but not the compliance of the version? Not sure

upvoted 1 times

🗨️ 👤 **Soup99** 1 year, 1 month ago

The answer is A. https://docs.servicenow.com/en-US/bundle/vancouver-it-service-management/page/product/software-asset-management2/concept/c_SAMReconciliationSAMF.html

upvoted 2 times

🗨️ 👤 **TheGraske** 1 year ago

Your link negates your answer. This produces a list of RECONSOLIATION results whilst question mentions a list of PRODUCT results which is not correct.

Should be B.

upvoted 1 times

In order to write to the reconciliation results, a user would need the following role in ServiceNow: sam_reconcile_user

A. True

B. False

Correct Answer: B

Community vote distribution

B (100%)

  **MarlyB** 8 months ago

Selected Answer: B

I don't think that role even exists

upvoted 1 times


Select the field attribute that indicates whether this product result is from the most recent reconciliation run.

- A. Current
- B. Last
- C. Active
- D. Latest

Correct Answer: D

Community vote distribution

D (100%)

 **Shazbey2022** 9 months, 4 weeks ago

Selected Answer: D

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/Recon-swmodelresults-classic.html>

upvoted 1 times

In defining a Custom License Metric, in the Reconciliation Order field, the _____ 'metric rank priority' number takes precedence.

- A. Lower
- B. Impact
- C. Higher
- D. WBS

Correct Answer: A

Community vote distribution

A (100%)

🗨️ 👤 **JackAllen** 6 months, 1 week ago

A

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/Recon-swmodelresults-classic.html>

page 213 of ebook

upvoted 1 times

🗨️ 👤 **MarlyB** 10 months ago

Selected Answer: A

<https://docs.servicenow.com/bundle/vancouver-it-service-management/page/product/software-asset-management2/task/add-custom-license-metric-samf.html>

Reconciliation order - allocated Reconciliation metric rank priority for allocated licenses. Lower rank value takes precedence.

upvoted 2 times

The license metric attributes related list contains metric values set in software entitlements, and is used for reconciliation (metric group, license metric, and software model combination).

- A. True
- B. False

Correct Answer: A

Community vote distribution

A (100%)

 **MarlyB** 10 months ago

Selected Answer: A

https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/c_SAMLlicenseMetrics.html

License metrics are set in software entitlements and are used for reconciliation (metric group, license metric, and software model combination).

Each metric group has a set of license metrics that are specific to the publisher.

You can view the Metric Attributes related list in software models to set the attribute value.
upvoted 3 times

By default, when is a product result generated for a licensable product after reconciliation?

- A. Always, even if there are no software models defined for the product
- B. Never
- C. Only when there are software entitlements defined for the product
- D. Whenever there is at least one software model defined for the product
- E. Only when related entitlements have a cost identified

Correct Answer: A

Community vote distribution

A (100%)

 **Anthony98** Highly Voted 1 year, 2 months ago

Selected Answer: A

software product result for a licensable product is generated after reconciliation even if there are no software models defined for the product.

A software model results record is only created when a software model or entitlement exists for the product.

upvoted 5 times

 **Shazbey2022** Most Recent 9 months, 4 weeks ago

Selected Answer: A

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/Recon-swmodelresults-classic.html>

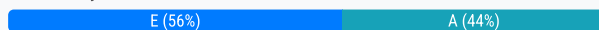
upvoted 1 times

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

Community vote distribution



🗳️ 👤 **[Removed]** Highly Voted 1 year, 12 months ago

i think it's A, I dont see anything on historical results
upvoted 5 times

🗳️ 👤 **SuperMario73** Most Recent 2 months, 3 weeks ago

Selected Answer: A

It is the license usage view - A
upvoted 1 times

🗳️ 👤 **SuperMario73** 3 months, 1 week ago

Selected Answer: A

It is the License View. A
upvoted 1 times

🗳️ 👤 **Olofo** 4 months, 2 weeks ago

Selected Answer: E

Historical results (E). <https://www.servicenow.com/docs/bundle/xanadu-it-asset-management/page/product/software-asset-management2/reference/Recon-swmodelresults-classic.html>
upvoted 2 times

🗳️ 👤 **Ayenco** 7 months, 1 week ago

It should be B - License position report
upvoted 1 times

🗳️ 👤 **snek_s** 1 year ago

Selected Answer: E

E
https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html
upvoted 3 times

🗳️ 👤 **sivaponnada** 1 year, 1 month ago

A. License Workbench
upvoted 1 times

🗳️ 👤 **TheGraske** 1 year, 6 months ago

Selected Answer: A

It's A
upvoted 2 times

🗳️ 👤 **NSL_ever** 1 year, 7 months ago

License position report - B
upvoted 2 times

What are the four tiers of software reconciliation results? (Choose four.)

- A. Software License Metric
- B. Software Product
- C. Software Allocation
- D. Software Entitlement
- E. Software Publisher
- F. Software Model

Correct Answer: ABEF

Community vote distribution

ABEF (92%)

8%

 **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: ABEF

SOFTWARE METRIC IS RIGHT AND NOT SOFTWARE ALLOCATION

upvoted 10 times


 **MarlyB** Most Recent 8 months ago

Selected Answer: ABEF

Four tiers of reconciliation results:

- Software publisher: results for all products and installations associated to the publisher
- Software product: results for all models and installations associated to the product. Generated after reconciliation, even if there are no software models defined for the product. Displays information such as Software Model Results, Unlicensed Installs, Removal candidates etc.
- Software model: results for all license metrics related to the software model. Only created when a software model or entitlement exists for the product.
- License metric: results for each license metric associated to the software model.

upvoted 1 times

 **Taddei** 1 year, 3 months ago

Selected Answer: ABE

Based on SAM Fundamentals

upvoted 1 times

 **[Removed]** 1 year, 5 months ago

abef is correct

upvoted 2 times

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

Community vote distribution

C (100%)

 **MarlyB** 10 months ago

Selected Answer: C

From the course:

License metric: Results for each license metric associated to the software model
upvoted 2 times

To run an on-demand reconciliation, which module would you navigate to?

- A. Software Asset > Discovery > Run Reconciliation
- B. Software Asset > Reconciliation > Run Reconciliation
- C. Software Asset > Discovery > License Workbench
- D. Software Asset > Reconciliation > License Workbench
- E. Software Asset > Reconciliation > Run License Position Report
- F. Software Asset > Discovery > Run License Position Report

Correct Answer: B

Community vote distribution

B (100%)

 **MarlyB** 10 months ago

Selected Answer: B

https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/task/t_RunReconciliation.html

When running reconciliation manually, allow enough time for the process to complete. For faster results, narrow the scope by selecting specific publishers.

Procedure

Navigate to All > Software Asset > Reconciliation > Run Reconciliation and select the publishers for which compliance should be calculated, or select all publishers.

upvoted 1 times

Which of the following features are available from the main publisher results screen of the License Workbench? (Choose three.)

- A. All Publishers
- B. Publisher Compliance
- C. Pinned Publishers
- D. Publisher License Metrics
- E. Publishers Out of Compliance
- F. Publisher Software Models

Correct Answer: ACE

Community vote distribution

ACE (100%)

 **fmineo** Highly Voted 1 year, 10 months ago


Selected Answer: ACE

a c e is right
upvoted 12 times

 **CarmelRaj** Highly Voted 1 year, 9 months ago

Selected Answer: ACE

there are 3 tabs available in License workbench:
All Publishers
Publishers Our of Compliance
Pinned Publishers
so options => A,C, E is right answer
upvoted 8 times

 **MarlyB** Most Recent 10 months ago

Selected Answer: ACE

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

All Publishers List of all publishers.
Publishers Out of Compliance List of all publishers where status is not compliant.
Pinned Publishers User-specific saved list of publishers that have been grouped.
upvoted 1 times

 **JBurns1979** 11 months, 1 week ago

Selected Answer: ACE

<https://docs.servicenow.com/bundle/sandiego-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>
upvoted 1 times

 **LoicRBS** 1 year, 9 months ago

Selected Answer: ACE

A,C, E is right answer
upvoted 8 times

Which related list is NOT available from the software model on the License Workbench?

- A. Unlicensed Subscriptions
- B. Unlicensed Software Products
- C. Removal Candidates
- D. Remediation Options
- E. License Metric Results

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: B

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

Software Model Results related lists:

License Metric Results

Remediation Options: The Rights Needed By tab is not visible for the Resource Value Unit (RVU) IBM license metric. Rights are not used by individual devices, as the Resource Value Unit (RVU) license metric is licensed at the product level.

Note: For more details on the remediation options, see View software model results.

Licensed Installs

Unlicensed Installs (SAP: Unlicensed Users)

Unlicensed Subscriptions (Subscription-based software)

Unlicensed Consumptions (Consumption-based software models)

Unlicensed Options (Oracle only)

Removal Candidates

Purchase Orders (only when the Procurement (com.snc.procurement) plugin is active)

upvoted 1 times

🗨️ 👤 **JBurns1979** 11 months, 1 week ago

Selected Answer: B

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

upvoted 4 times

License metrics can be defined for which of the following? (Choose four.)

- A. Publishers
- B. Users
- C. Cores
- D. Devices
- E. Metric Types
- F. Operating Systems
- G. Processors

Correct Answer: BCDG

Community vote distribution

BCDG (100%)

  **Stepherbun**  1 year, 6 months ago

B, C, D, G is correct - per 194 of the SN SAM Pro text that comes with the course
upvoted 9 times

  **fmineo**  1 year, 10 months ago

Selected Answer: BCDG



it fault for users
upvoted 8 times

  **MarlyB**  8 months ago

Selected Answer: BCDG

Six common license metrics:

- Per Core: licenses cores on a physical server or virtual machine (CPU core count)
 - Per Device: licenses a device for a number of installations of software
 - Per Named Device: licenses a specific device for a number of installations of software
 - Per User: licenses a user for a number of installations of software
 - Per Named User: licenses a specific user for a number of installations of software
 - Per Processor (CPU count): licenses processors on either a physical server or virtual machine
- upvoted 1 times

  **eyalabuhamad2** 9 months, 2 weeks ago



can some put the redeem code for the book ?
upvoted 1 times

  **JustinSNOW** 1 year ago



Selected Answer: BCDG

B, C, D, G is correct:

"Software license metrics are used for reconciliation to determine your compliance position. License metrics can be defined for users, devices, processors, and cores. What license metrics are available is based on the metric group. Metric groups are either common or tied to a specific software publisher." per the Software Asset Management (SAM) Professional Fundamentals On Demand (Utah) training - Software License Metrics page
upvoted 2 times

  **rex11** 1 year, 2 months ago

BCDG is correct
upvoted 4 times

  **CarmelRaj** 1 year, 8 months ago

BCDF is right answer
upvoted 3 times

Which license metric would be used for software that is only allowed to be installed on one computer per license right?

- A. Per Processor
- B. Per Named Device
- C. Per Named User
- D. Per Core

Correct Answer: B

Community vote distribution

B (100%)

 **CarmelRaj** Highly Voted 1 year, 9 months ago

Selected Answer: B

This should be per Named Device , Option B

https://docs.servicenow.com/en-US/bundle/tokyo-it-asset-management/page/product/software-asset-management2/concept/c_SAMLlicenseMetrics.html

upvoted 9 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: B

Six common license metrics:

- Per Core: licenses cores on a physical server or virtual machine (CPU core count)
- Per Device: licenses a device for a number of installations of software
- Per Named Device: licenses a specific device for a number of installations of software
- Per User: licenses a user for a number of installations of software
- Per Named User: licenses a specific user for a number of installations of software
- Per Processor (CPU count): licenses processors on either a physical server or virtual machine

upvoted 1 times

 **Stepherbun** 1 year, 6 months ago

I agree, this should e B - Per Named Device

upvoted 3 times

Which of the following license metrics require allocations in order to maintain compliance? (Choose two.)

- A. Per Core
- B. Per User
- C. Per Named Device
- D. Per Named User
- E. Per Core (with CAL)
- F. Per Application Instance
- G. Named User Plus

Correct Answer: CD

Community vote distribution

CD (100%)

🗳️ 👤 **sivaponnada** 7 months, 2 weeks ago

C,D

Allocations needed: number of allocations needed for compliance (only used for Per Named User and Per Named Device license metrics)
upvoted 1 times

🗳️ 👤 **MarlyB** 8 months ago

Selected Answer: CD

- License metric: results for each license metric associated to the software model. License metric rights allocations are calculated for:

- o Allocated in use: software license that is allocated and used to license installations.
- o Not allocated in use: software license that is used to license installations but not allocated.
- o Allocated not in use: software license that is allocated but not used to license installations.
- o Not allocated: number of available rights that have not been allocated (installed or not)
- o Allocations needed: number of allocations needed for compliance (only used for Per Named User and Per Named Device license metrics)

upvoted 1 times

🗳️ 👤 **Taddei** 1 year, 3 months ago

Selected Answer: CD

C and D is correct
upvoted 3 times

🗳️ 👤 **mquiet** 1 year, 5 months ago

Correct answer is C and D
upvoted 3 times

Which of the following are NOT tabs available on the License Workbench? (Choose three.)

- A. Publisher License Metrics
- B. All Publishers
- C. Publishers Out of Compliance
- D. Publisher Software Models
- E. Publisher Compliance
- F. Pinned Publishers

Correct Answer: ADE

Community vote distribution

ADE (100%)

  **MarlyB** 8 months ago

Selected Answer: ADE

<https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

License Workbench tabs

All Publishers: List of all publishers.

Publishers Out of Compliance: List of all publishers where status is not compliant.

Pinned Publishers: User-specific saved list of publishers that have been grouped.

upvoted 1 times

  **JBurns1979** 11 months, 1 week ago

Selected Answer: ADE

<https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

upvoted 1 times

You can view IBM, Microsoft, Oracle and VMware license metrics as part of ServiceNow standard baseline configuration features.

A. True

B. False

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 8 months ago

Selected Answer: B

Publisher pack: provides publisher specific licensing metrics for reconciliation and optimization to determine license compliance. When activated, results are displayed in a software publisher compliance dashboard. Publisher packs are available for Adobe, Citrix, IBM, Microsoft, Oracle, SAP, VMWare.

upvoted 1 times

🗨️ 👤 **Valentin** 10 months ago

Adobe, Citrix, IBM (includes both IBM and Red Hat), Microsoft, Oracle, SAP, and VMware publisher packs are available as add-ons that provide the capability to manage software licensed under the publisher licensing models.

https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/concept/c_SAMLicenseMetrics.html

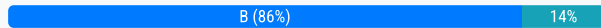
upvoted 2 times

When creating a reportable bar graph view of License Metrics, you can use which of the following options to refine how you view license metric data?

- A. 'Group by' or 'Stacked by'
- B. 'Group by' and 'Stacked by'
- C. 'Stacked by'
- D. 'Group by'

Correct Answer: B

Community vote distribution



🗳️ 👤 **Samcertification** 7 months, 4 weeks ago

Selected Answer: B

B is the right answer.

upvoted 2 times

🗳️ 👤 **Martinoww** 10 months ago

Selected Answer: B

Nowhere is said that you have to use only "Group By" or "Stacked By" functionality, you can use both of them in combination also. In my opinion the right answer is B.

upvoted 4 times

🗳️ 👤 **mquiet** 11 months, 2 weeks ago

Selected Answer: A



Right answer is A

upvoted 1 times

A Software Product can only have a single license metric type associated to it.



- A. True
- B. False

Correct Answer: *B*

  **JackAllen** 6 months, 1 week ago

Answer : False

upvoted 1 times

  **JackAllen** 6 months, 1 week ago

EXPLANATION: a product like Adobe can have several different metrics (i.e. the whole point of a publisher pack)

upvoted 1 times

By default, the license metric field is displayed on which record form within ServiceNow?

- A. Software Model
- B. Software Allocations
- C. Software Entitlement
- D. Software Product
- E. Software publisher

Correct Answer: C

Community vote distribution

C (100%)

 **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: C

software entitlement

upvoted 10 times

 **Wasim687** Highly Voted 1 year, 7 months ago

Software entitlement

upvoted 5 times

 **MarlyB** Most Recent 8 months ago

Selected Answer: C

https://docs.servicenow.com/bundle/washingtondc-it-asset-management/page/product/software-asset-management2/concept/c_SAMLicenseMetrics.html

License metrics are set in software entitlements and used for reconciliation in various metric groups and software model combinations.

upvoted 1 times

What product must you procure a separate license for in order to utilize Workflow and Client Software Distribution (CSD) to automatically install software on devices.

- A. ITSM
- B. Asset Management
- C. Orchestration
- D. Discovery
- E. Deployment management

Correct Answer: C

Community vote distribution

C (100%)

  **fmineo** Highly Voted 1 year, 10 months ago

Selected Answer: C

Orchestration

upvoted 13 times

  **Wasim687** Highly Voted 1 year, 7 months ago

C

Client software distribution requires the Orchestration - Client Software Distribution plugin (com.snc.orchestration.client_sf_distribution), which is available by request with a subscription to Orchestration.

upvoted 6 times

  **MarlyB** Most Recent 8 months ago

Selected Answer: C

Full use of CSD requires the Orchestration – Client Software Distribution plugin, which is available by request with a subscription to the ServiceNow's Orchestration product. Only the revocation/reclamation capability is entitled as part of SAM Pro.

upvoted 1 times

  **Shazbey2022** 9 months, 3 weeks ago

Selected Answer: C

Orchestration

upvoted 1 times

Software license management (SLM) is a key component of the software asset lifecycle. What is its primary objective?

- A. To convert regular per user licenses into subscription licenses
- B. To track, control, and reduce software costs, including costs associated with non-compliance findings during a software audit
- C. To reserve a block of licenses for a specific group of users and/or user role(s)
- D. To accurately calculate annual true-up cost and total spend on a product
- E. To automatically install and remove software on devices using Workflow and Client Software Distribution (CSD)

Correct Answer: B

Community vote distribution

B (100%)

 **JBurns1979** 5 months ago

Selected Answer: B

From the SAM Pro Practical Management Overview section:

'Software license management (SLM) is a critical component of the software asset lifecycle. Its primary objective is to track, control, and reduce software costs, including costs associated with non-compliance findings during a software audit.'

upvoted 1 times

The Per Named Device license metric licenses which of the following?

- A. A user for a number of installations of software
- B. A device for a number of installations of software
- C. A specific user for a number of installations of software
- D. Cores on a physical server or virtual machine
- E. A specific device for a number of installations of software

Correct Answer: E

Community vote distribution

E (100%)

 **StanPoro** Highly Voted 9 months, 2 weeks ago

Selected Answer: E

Per Named Device: Licenses a specific device for the number of installations of software.

https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/software-asset-management2/concept/c_SAMLicenseMetrics.html
upvoted 5 times

 **Stepherbun** Most Recent 6 months, 3 weeks ago

I agree, the answer is E

upvoted 4 times

What is the purpose of the Metric Group on the Software Entitlement record?

- A. To select the group of license metrics to be used on the entitlement
- B. To select a group to see specific license metrics for a software category
- C. To select a category of specific license entitlement attributes
- D. To select a group to see specific license key attributes

Correct Answer: A

Community vote distribution

A (100%)

 **Stepherbun** Highly Voted 6 months, 3 weeks ago

Selected Answer: A



A. To select the group of license metrics to be used on the entitlement

This is on page 69 of the SN SAM Pro text that comes with the course
upvoted 5 times

ServiceNow Performance Analytics identifies a trend that use of a certain software package has reduced over time. This is a potential indicator of what?

- A. Your company is under-licensed for the product.
- B. Your company needs to renegotiate your contract to get better pricing.
- C. Your company is over-licensed for the product.
- D. Your company needs to retire the unused entitlements.

Correct Answer: C

  **JackAllen** 6 months, 2 weeks ago

B Your company needs to renegotiate your contract to get better pricing.
upvoted 2 times

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

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

Correct Answer: C

Community vote distribution

C (67%)

B (33%)

AltiaTek 5 months, 1 week ago

Selected Answer: C

Software entitlement refers to the rights and permissions granted for using specific software products.

upvoted 1 times

draken1107 1 year ago

Selected Answer: B

From SAM on-demand course: Allocations identify a user or device with one or more rights to use a software entitlement.

upvoted 2 times

Karmenka 1 year, 7 months ago

Selected Answer: C

Licenses define the number of users, devices, or instances that can use the software. Entitlements drive the level of access each of your users have to software.

e.g. a company purchases a software license for the right to use 50 seats of a software product. The software entitlement specifies the machines and/or users to which those 50 licensed seats are assigned.

upvoted 3 times

Karmenka 1 year, 7 months ago

Licenses define the number of users, devices, or instances that can use the software. Entitlements drive the level of access each of your users have to software.

e.g. a company purchases a software license for the right to use 50 seats of a software product. The software entitlement specifies the machines and/or users to which those 50 licensed seats are assigned.

upvoted 1 times

[Removed] 1 year, 12 months ago

I think it's A.

upvoted 1 times

Which of the following is required to identify users and devices that have the right to use software?

- A. Software License
- B. Software Allocation
- C. Software Model
- D. Software Entitlement
- E. Software Installation

Correct Answer: B

Community vote distribution

B (100%)

  **draken1107** 6 months, 1 week ago

Selected Answer: B

From SAM on-demand course: Allocations identify a user or device with one or more rights to use a software entitlement
upvoted 3 times

Which of the following allocation types are available on an entitlement record in the ServiceNow baseline configuration? (Choose two.)

- A. Device allocations
- B. Country allocations
- C. Company allocations
- D. Department allocations
- E. User allocations

Correct Answer: AE

Community vote distribution

AE (100%)

 **Olofo** 4 months, 2 weeks ago

Selected Answer: AE

<https://www.servicenow.com/docs/bundle/xanadu-it-asset-management/page/product/software-asset-management2/reference/software-entitlement-fields.html>

upvoted 1 times

When importing entitlements, a record generates the error, "Publisher Part Number not found". However, the record is for an expired entitlement that is no longer needed. Which is the best UI action to select?

- A. Create Entitlement
- B. Delete
- C. Create Part Number
- D. Reject

Correct Answer: B

Community vote distribution

B (100%)

🗨️ 👤 **boss1986** 3 months, 3 weeks ago

Selected Answer: B

Option [C] Create PPN and option [A] Create Entitlement do not make sense as we clearly do NOT want that entitlement.

Now, option [B] Delete is a valid UI Action, while option [D] Reject does not exist as a UI Action. What exists, however, is "Ignore". With that said, i'd go for Delete, unless Ignore is introduced as a valid option.

upvoted 1 times

🗨️ 👤 **BecciDay** 7 months ago

C Correct Answer per page 77 of SAM Fundamentals. When a PPN is not found a customer can add a PPN to the library or specify the software model so that the software entitlement can be created.

upvoted 1 times

🗨️ 👤 **JackAllen** 6 months, 2 weeks ago

B should be answer : A customer can add PPN to the library and create entitlement OR Delete record if it is not needed. therefore in this scenario B

upvoted 1 times


Which of the following describes Practical Management within the capability blueprint?

- A. Improve management controls and drive immediate benefits.
- B. Know what you have so you can manage it.
- C. Improve efficiency and effectiveness through integration with other areas, such as request, procurement, and IT Service Management.
- D. Achieve best in-class.

Correct Answer: A

Community vote distribution

A (100%)

  **MarlyB** 9 months, 4 weeks ago

1

Trustworthy Data: Know what you have so you can manage your assets.

2

Practical Management: Improvement management controls and drive immediate benefits



3

Operational Integration: Improve the efficient and effectiveness through integration with other areas, such as request, procurement and IT Service Management.

4

Strategic Conformance: Achieve best in-class.

upvoted 1 times

  **MarlyB** 9 months, 4 weeks ago

Selected Answer: A

From the course:

Practical Management: Improvement management controls and drive immediate benefits

upvoted 2 times

HOTSPOT -

Match the type of result levels with the corresponding definition.

Only created when an entitlement exists for the product.

	▼
Product Result	
License Metric Result	
Software Model Result	

Utilized to determine compliance options
because the information includes rights owned and rights used.

	▼
Product Result	
License Metric Result	
Software Model Result	

Generated for licensable products after reconciliation.

	▼
Product Result	
License Metric Result	
Software Model Result	

Correct Answer:

Only created when an entitlement exists for the product.

Software Model Result	▼
Product Result	
License Metric Result	
Software Model Result	

Utilized to determine compliance options
because the information includes rights owned and rights used.

License Metric Result	▼
Product Result	
License Metric Result	
Software Model Result	

Generated for licensable products after reconciliation.

Product Result	▼
Product Result	
License Metric Result	
Software Model Result	

Currently there are no comments in this discussion, be the first to comment!

Blacklisted candidates are _____ .

- A. Software installations that are not normalized
- B. Unlicensed and unallocated installations
- C. Software installations not allowed in the network environment
- D. Software installations with low usage

Correct Answer: C

Community vote distribution

C (100%)

 **Stepherbun** Highly Voted 1 year, 6 months ago

Selected Answer: C

The answer is C - Blacklisted software is the same as Restricted software and it's software not allowed in the environment. From page 393 in the SN SAM pro text from the course.

upvoted 7 times

 **draken1107** Most Recent 6 months, 1 week ago

Selected Answer: C

C- Blacklisted software is software that isn't allowed to be in the network environment.

upvoted 1 times

Which of the following is not a core Software Asset Management function?

- A. Financial Management
- B. Reclamation
- C. Rights Allocation
- D. Inventory Management

Correct Answer: C

Community vote distribution

A (50%)



B (25%)

D (25%)

  **certs1980** Highly Voted 1 year, 11 months ago

Shouldn't this be A Financial management ?

upvoted 9 times

  **Asiandelight** Most Recent 7 months, 2 weeks ago

Do you think the answer is C?

Core functions of SAM:

Software reconciliation

- The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory

Software reclamation

- The process of identifying unused software and uninstalling it so that the software rights for the user or device can be repurposed

Software Spend

- The ServiceNow Software Spend Detection application enables you to track, analyze, and optimize IT software spending from imported financial data.



upvoted 1 times

  **draken1107** 1 year ago

Selected Answer: A

A - Financial management is not a SAM function. Financial data can be imported for Change projection etc ~ SAM on-demand course

upvoted 2 times

  **BecciDay** 1 year, 1 month ago

I agree Financial Management - A. Per SAM Fundamentals - SAM facilitates the tracking, evolution, and management of software license rights, compliance and optimization. Which my interpretation is License rights = Rights allocation, Compliance = Inventory Management, Optimization = reclamation. No where does it say financial management.

upvoted 2 times

  **Karmenka** 1 year, 7 months ago

Selected Answer: D

I actually would like to update my answer to "D - Inventory Management": <https://www.servicenow.com/products/it-asset-management/what-is-inventory-management.html>

upvoted 1 times

  **Karmenka** 1 year, 7 months ago

Selected Answer: B

Looking at the Asset Workspace, there is a lot of inventory and financial management. Allocation happens at/after procurement. Reclamation is not required, but should be happening for products, therefore I vote B, Reclamation. You have to do all else, but reclamation is not required.

upvoted 1 times

In addition to creating a new purchase order for software licenses, additional remediation options are available in Software Model results to:
(Choose two.)

- A. Remove Unallocated Installs
- B. Remove Duplicate Allocations
- C. Remove Unlicensed Installs
- D. Remove Blacklisted Installs

Correct Answer: AC

Community vote distribution

AC (100%)

🗲️ 👤 **SrMam** Highly Voted 👍 1 year, 3 months ago

A & C.

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

In addition to creating a purchase order for new software licenses, additional remediation options are available in software model results. Use the results to automatically create and remove allocations, remove unallocated installs, and remove unlicensed installs.

upvoted 7 times

🗲️ 👤 **draken1107** Most Recent ⌚ 6 months, 1 week ago

Selected Answer: AC

A & C. B&D don't exist as remediation options.

upvoted 1 times

🗲️ 👤 **MarlyB** 9 months, 4 weeks ago

Selected Answer: AC

A and C

upvoted 2 times

What list can include manual creation, remediation options, and reclamation rules?

- A. Software Models Results
- B. Blacklisted Installations
- C. Removal Candidates
- D. Software Usage

Correct Answer: A

Community vote distribution

C (100%)

🗨️ **boss1986** 3 months, 3 weeks ago

Selected Answer: C

The question itself is misleading. The right verbiage would be more like: " What list can include records that originate from manual creation, remediation options, and reclamation rules?" And yes, C is correct.

upvoted 1 times

🗨️ **MarlyB** 9 months, 4 weeks ago

Selected Answer: C

https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/task/t_AddAReclCandidate.html

upvoted 1 times

🗨️ **MrBravo** 1 year, 1 month ago

C is correct.

upvoted 1 times

🗨️ **certs1980** 1 year, 5 months ago

Should be C

upvoted 2 times

Which of the following remediation options can be performed on an individual user or device basis? (Choose three.)

- A. Remove Unallocated Installs
- B. Remove Unlicensed Installs
- C. Create Allocations
- D. Remove Allocations
- E. Purchase Rights

Correct Answer: ABD

Community vote distribution



dbiederm 1 month, 2 weeks ago

Selected Answer: ACD

query table "samp_remediation_option" with "display_name=per user" or "display_name=per device" group by "remediation_action"

Result:

Remediation action: Create Allocations (82)

Remediation action: Purchase Rights (7)

Remediation action: Remove Allocations (8)

Remediation action: Remove Unallocated Installs (82)

upvoted 1 times

theman42 4 months, 3 weeks ago

CDE is correct

upvoted 1 times

draken1107 6 months, 1 week ago

Selected Answer: CDE

CDE - Remove installs (unallocated or unlicensed) not available for Oracle DB options ~ docs.servicenow

upvoted 2 times

draken1107 6 months, 1 week ago

Edit: ACD

upvoted 1 times

BecciDay 7 months ago

Agree looked up 4 Remediation Options - Purchase Rights, Create allocations, remove allocations, remove unlicensed installs - B ,C,D, E

upvoted 1 times

MarlyB 9 months, 4 weeks ago

Selected Answer: BCE

From the course:

When software models are Not Compliant there are 4 remediation options available:

Purchase Rights

Create Allocations

Remove Allocations

Remove Unlicensed Installs

upvoted 1 times

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

Community vote distribution

C (100%)

🗲️ 👤 **[Removed]** Highly Voted 👍 12 months ago

C and D

upvoted 5 times

🗲️ 👤 **Karmenka** Highly Voted 👍 7 months, 2 weeks ago

C, D: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brief/sb-sam-remediation-options.pdf>

upvoted 5 times

🗲️ 👤 **2ee7b4f** Most Recent 🕒 3 months ago

Selected Answer: C

"Choose 2" and yet answer is only 1.

upvoted 1 times

Which stage of the software asset lifecycle includes all of the following steps?

Discovering software in the environment
Normalizing installed software to standards
Reconciling entitlements to discovered software
Remediating detected variances

- A. Sunset
- B. Manage
- C. Support
- D. Source
- E. Plan

Correct Answer: B

Community vote distribution

B (100%)

 **Stepherbun** Highly Voted 1 year, 6 months ago

Selected Answer: B

The answer is B - Manage - Primary activities in Manage include discovering software in the environment, normalizing installed software to standard, reconciling entitlements to discovered software and remediating detected variances. From page 15 in the text book included in the SN SAM Pro course.

upvoted 6 times

 **MarlyB** Most Recent 9 months, 4 weeks ago

Selected Answer: B

From the course:



The Manage stage encompasses activities to ensure the organization is compliant and can quickly respond to a software audit. Primary activities in Manage include discovering software in the environment, normalizing installed software to standards, reconciling entitlements to discovered software, and remediating detected variances

upvoted 1 times

Which catalog provides a listing of goods offered or available by a third party?

- A. Service Catalog
- B. Model Catalog
- C. Item Catalog
- D. Vendor Catalog
- E. Product Catalog

Correct Answer: *D*

  **JackAllen** 6 months, 2 weeks ago

D is correct.

upvoted 1 times

A software model can have up to how many catalog items?

- A. 1
- B. 2
- C. 6
- D. 10
- E. Unlimited

Correct Answer: A

Community vote distribution

A (100%)

🗉 👤 **MarlyB** 9 months, 4 weeks ago

Selected Answer: A

From the course:

Keep the following in mind when working with catalogs:

A software catalog is part of a service catalog.

A product catalog item can be linked to multiple service catalogs and vendor catalog items or to a single model.

A model can only have one product catalog item.

A vendor catalog item can only have a single product catalog item.

upvoted 1 times

HOTSPOT -

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

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.
 Collection of models in the environment.

Correct Answer:

Product Catalog

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

Service Catalog

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

JBurns1979 5 months ago

From the SAM Pro training (Software Request and Sourcing):

Service Catalog: Central listing of goods and services an organization provides - End users order from the Service Catalog.

Product Catalog: Collection of Models in the environment - models can be easily published to the Product Catalog and are then automatically published to the Service Catalog.

Vendor Catalog: Listing of goods available from a vendor - items in the Vendor Catalog link to models in the Product Catalog.
upvoted 2 times

Karmenka 7 months, 2 weeks ago

This one is confusing between Product and Service Catalogs.


Product Catalog = "Listing of goods an organization provides." https://docs.servicenow.com/en-US/bundle/vancouver-it-asset-management/page/product/product-catalog/concept/c_ProductCatalog.html

Service Catalog = "Collection of Models in the environment" https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/service-catalog-management/concept/c_IntroductionToCatalogItems.html

This video really explains it: <https://www.servicenow.com/community/training-and-certifications/service-catalog-administration-overview/tap/2297657>

I found this blog/discussion to be helpful about Product and Service Catalog differences and uses: <https://www.servicenow.com/community/now-platform-forum/service-catalog-items-vs-product-catalog-items-hardware-software/m-p/1058403>

Vendor Catalog = "Listing of goods offered or available by a third party". This one is pretty clear.
upvoted 1 times

  **Karmenka** 7 months, 2 weeks ago

I was so bothered by this one, I pressed on and Question #145 of this exam asks: "Which catalog provides a collection of models in the environment?" and the correct answer was "C.Product Catalog".

Product Catalog, as it's a collection of models in the environment.



(it is not service catalog, as that is a listing of goods and services an organization provides.)
upvoted 2 times

  **Crome_17** 1 year, 1 month ago

Product Catalog: The product catalog is a set of information about individual models

Service Catalog: create service catalogs that provide your customers with self-service opportunities

upvoted 2 times

  **Karmenka** 7 months, 2 weeks ago

True but this was not very helpful in identifying the answers for Product and Service Catalogs. This one was tricky!

upvoted 1 times

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: B

Community vote distribution

B (100%)

🗨️ 👤 **MarlyB** 9 months, 4 weeks ago

Selected Answer: B

From the course:

Requests group all the items requested and associated records together in a single location. The structure of a software request includes:

The items that were requested.

upvoted 3 times

🗨️ 👤 **NextWolverine** 10 months, 3 weeks ago

Answer is B 1

upvoted 1 times

Which of the following elements are included in Operational Integration of a SAM practice? (Choose three.)

- A. Software Retirement
- B. Software License Contracts
- C. Software Sourcing
- D. License Change Projection
- E. Software Entitlements
- F. Software Allocations
- G. Software Model Lifecycle

Correct Answer: BCD

Community vote distribution

BCD (100%)

🗨️ 👤 **it0m_man** 8 months, 3 weeks ago

Selected Answer: BCD

BCD is the right answer

upvoted 1 times

🗨️ 👤 **rrr2023** 1 year ago

BCD page 289

upvoted 1 times

🗨️ 👤 **Stepherbun** 1 year, 6 months ago

Selected Answer: BCD

As per the text book on page 267, the answers are:

B - Software License Contracts

C - Software Sourcing

D - Licenses Change Projection

upvoted 4 times

You have a contract that is getting ready to expire. What options do you have for handling this contract and remaining compliant? (Choose three.)

- A. Reject
- B. Extend
- C. Cancel
- D. Activate
- E. Delete
- F. Renew

Correct Answer: BCF

Community vote distribution

BCF (100%)

 **Stepherbun** Highly Voted 1 year ago

Selected Answer: BCF

According to ServiceNow text on page 270, it's B - Extend, C - Cancel and F - Renew
upvoted 5 times

 **rrr2023** Most Recent 6 months ago

B, C, F page 281 study guide
upvoted 1 times

 **Karmenka** 7 months, 2 weeks ago

Selected Answer: BCF

B, C, F - Extend, Cancel, Renew: https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/contract-management/concept/c_ContractLifeCycle.html
upvoted 1 times

The baseline sam_admin role contains the additional roles of: sam_user, asset, and procurement_user, and which of the following? (Choose two.)

- A. itil
- B. sam_developer
- C. contract_manager
- D. model_manager
- E. entitlement_manager

Correct Answer: C

Community vote distribution

C (100%)

🗳️ 👤 **theman42** 4 months, 3 weeks ago

C, D is an answer
upvoted 1 times

🗳️ 👤 **it0m_man** 8 months, 2 weeks ago

Selected Answer: C

C, D is the right answer
upvoted 3 times

🗳️ 👤 **rrr2023** 1 year ago

C, D page 34 study guide
upvoted 3 times

🗳️ 👤 **Karmenka** 1 year, 1 month ago

C,D: https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management2/reference/r_SAMRoles.html

Although ServiceNow did not indicate Procurement_User in this list of SAM_ADMIN roles...https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/procurement/reference/r_ProcurementRoles.html

upvoted 3 times

🗳️ 👤 **Stepherbun** 1 year, 6 months ago

It says to choose two - the answer is:
C - contract_manager
D - model_manager
upvoted 4 times

🗳️ 👤 **boss1986** 3 months, 3 weeks ago

Yep, just checked sys_user_role and indeed, C - contract_manager & D - model_manager
upvoted 1 times

What is the purpose of an external audit?

- A. To ensure your users are not running any blacklisted software
- B. To determine compliance with internally-defined vendor processes
- C. To determine compliance with signed vendor agreements/contracts
- D. To ensure your entitlements do not exceed your allocations
- E. To determine compliance with licensing agreements regarding who, how, and when freeware software is being used

Correct Answer: C

Community vote distribution

C (100%)

 **barti5** 6 months ago

Selected Answer: C

C - correct answer

upvoted 1 times

HOTSPOT -

Match terms with the definitions related to Strategic Conformance:

Software entitlement rights to utilize previous or future versions.

	▼
Client Access	
Publisher Pack	
Downgrade/Upgrade	
Software Subscription	

Ability to utilize the software for a limited amount of time.

	▼
Client Access	
Publisher Pack	
Downgrade/Upgrade	
Software Subscription	

Specific number of users or devices that can access a product.

	▼
Client Access	
Publisher Pack	
Downgrade/Upgrade	
Software Subscription	

Compliance dashboards.

	▼
Client Access	
Publisher Pack	
Downgrade/Upgrade	
Software Subscription	