



CIS-SAM^{Q&As}

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QUESTION 1

HOTSPOT

Match terms with the definitions related to Strategic Conformance:

Hot Area:

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

Correct Answer:



Software entitlement rights to utilize previous or future versions.

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Reference: https://docs.servicenow.com/bundle/london-software-asset-management/page/product/software-asset-management2/task/t_AddASoftwareEntitlement.html

QUESTION 2

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



QUESTION 3

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

QUESTION 4

HOTSPOT

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

Hot Area:

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 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.

QUESTION 5

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

- A. True
- B. False

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_AddAClientAccessRec.html

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