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**QUESTION 1**

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

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/add-custom-license-metric.html>

QUESTION 2

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: B

QUESTION 3

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: D

QUESTION 4



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

Reference: <https://www.servicenow.com/products/software-asset-management.html>

QUESTION 5

What role must be granted in order to create new reports that could be viewed by other people?

- A. Report Creator [Report_Creator]
- B. Report Publisher [report_publisher]
- C. ITIL [itil]
- D. Global Report User [report_global]

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html

QUESTION 6

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 7

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

QUESTION 8

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

QUESTION 9

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

Reference: <https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/software-asset-management2/concept/software-models-and-entitlements.html>

QUESTION 10

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

- A. Software usage metering



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

Correct Answer: E

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

QUESTION 11

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

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

QUESTION 12

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

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

QUESTION 13



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: D

QUESTION 14

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: BD

QUESTION 15

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: BCEF

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