DUMPSARENA

Certified Implementation Specialist - Software Asset Management Professional Exam

ServiceNow CIS-SAM

Version Demo

Total Demo Questions: 18

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Topic Break Down

Topic	No. of Questions
Topic 1, Software Asset Management Overview	56
Topic 2, Software Asset Management Implementation	88
Topic 3, Software Asset Management Maintenance	44
Topic 4, Mix Questions	1
Total	189

QUESTION NO: 1

What role(s) are required to import financial data for use in software spend detection? (Choose two.)

A. sam_spend_import

B. sam_spend_manager

C. sam_user

D. sam_admin

E. procurement_user

ANSWER: A E

Explanation:

The **sam_spend_import** role is required because it grants the dedicated access needed to load and manage financial-spend import data used by Software Spend Detection. This role supports the controlled ingestion of spend records so that the product can normalize, classify, and use the imported information in its software-spend analysis.

The **procurement_user** role is also required because Software Spend Detection uses procurement-related financial and purchasing data. This role provides the applicable procurement access needed for the financial-data import process and its related records. Assigning both roles ensures that the person performing the import has both the Software Asset Management spend-import capability and the necessary procurement context.

Software Spend Detection helps organizations bring financial data together with software-usage and entitlement information to identify spend, optimize costs, and support purchasing decisions. Role-based access is therefore intentionally split between the specialized spend-import permission and procurement access. See ServiceNow's Software Spend Detection documentation and the Software Asset Management product overview.

QUESTION NO: 2

Which of the following are valid Remediation Options on the License Workbench after reconciliation has been run? (Choose five.)

A. Create Entitlements

B. Remove Metric Attributes

C. Purchase Rights

D. Remove Unallocated Installs

E. Remove Unlicensed Installs

F. Create Allocations

G. Remove Allocation

ANSWER: A B D E F

Explanation:

After a reconciliation, License Workbench provides remediation actions that let a SAM administrator correct the underlying entitlement, allocation, installation, and metric-data conditions identified by the reconciliation results. **Create Entitlements** is appropriate when discovered usage needs to be represented by additional license rights. **Create Allocations** associates eligible installations or users with available entitlement rights so that the rights can be consumed correctly. **Remove Metric Attributes** supports remediation of installation records whose metric-specific attribute data affects licensing calculations. For installation cleanup, **Remove Unallocated Installs** addresses installation records that are not associated with an allocation, while **Remove Unlicensed Installs** supports removal of installations contributing to unlicensed consumption. These actions are available from the remediation workflow after reconciliation so administrators can resolve data and licensing issues

directly from the workbench, then rerun reconciliation to evaluate the updated compliance position. ServiceNow describes License Workbench as the area used to review reconciliation outcomes and take remediation actions; see the ServiceNow License Workbench documentation and the ServiceNow Software Asset Management product overview.

QUESTION NO: 3

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. admin

ANSWER: D

Explanation:

The **admin** role must verify that a plugin activated by ServiceNow Support has been successfully enabled. Plugin activation can add application capabilities, tables, modules, roles, properties, and other configuration elements to an instance. Because those changes can affect the instance broadly, ServiceNow uses an administrator as the accountable user for reviewing the activation result and confirming that the expected functionality is available. An administrator can access the relevant plugin and system-administration areas, inspect activation status, and perform any required post-activation configuration or validation. This verification step is particularly important for Software Asset Management-related plugins, since activation may introduce entitlement-management functionality, reconciliation capabilities, and associated role-based access. ServiceNow's platform documentation describes plugin activation as an administrative activity and notes that some plugins are activated through a request to ServiceNow Support. The administrator should validate the activation after Support completes the request before the newly enabled capability is used in production workflows. See ServiceNow's plugin activation documentation and its roles documentation for the administrative access model.

QUESTION NO: 4

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

ANSWER: B

Explanation:

The purpose is **"To select a group to see specific license metrics for a software category."** On a Software Entitlement record, the Metric group field organizes license metrics by the relevant software category. Selecting a metric group filters and presents the metrics applicable to that category, enabling the administrator to choose the appropriate licensing measurement for the entitlement. This supports accurate entitlement configuration because a license metric defines how the publisher's rights are measured, such as by user, device, installation, processor, or another applicable unit. The metric group therefore acts as the contextual classification that determines which metric choices are relevant for the selected software category, rather than representing a license key setting or a set of generic entitlement attributes. Proper metric selection is fundamental to Software Asset Management calculations: ServiceNow uses the entitlement's metric and related rights data when evaluating software license position and compliance. ServiceNow documents the Metric group field as the field used to select a group for viewing specific license metrics for a software category. See the Software Entitlement fields reference and the Software Asset Management documentation.

QUESTION NO: 5

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

ANSWER: C

Explanation:

Discovery, Import Data, Manual is correct because ServiceNow Software Asset Management can receive software-installation and entitlement-related data through several supported collection methods. ServiceNow Discovery automatically identifies devices and installed software across the environment, creating or updating relevant configuration and software-installation records. Import Data supports loading information from external sources, such as spreadsheets or data exported from inventory and purchasing systems, using import sets and transform maps to place the data into appropriate ServiceNow tables. Manual entry is also available when records must be created or maintained directly in the platform, such as for smaller data sets, exceptional assets, or information not supplied by an automated source.

These methods allow an organization to combine automated discovery with externally managed inventory or procurement data and targeted human maintenance. The resulting normalized and reconciled software asset information supports entitlement management, compliance positions, and lifecycle reporting. ServiceNow's documentation describes Discovery as a mechanism for finding devices and software, while Import Sets provide the platform capability to import data from external sources: ServiceNow Discovery documentation and ServiceNow Import Sets documentation.

QUESTION NO: 6

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

ANSWER: B C F

Explanation:

When a software contract is approaching expiration, the appropriate compliance-preserving actions are **Extend**, **Cancel**, and **Renew**. Extending a contract maintains the agreement and its associated rights for an additional, usually limited, period. This is useful when an organization needs uninterrupted coverage while a replacement agreement or longer-term commercial decision is still being finalized. Renewing creates or records the continued contractual relationship for a new term, allowing Software Asset Management to maintain entitlement coverage and use the current agreement as a basis for ongoing license-compliance calculations.

Canceling is also a valid lifecycle action when the organization will not continue the agreement. To remain compliant after cancellation, the organization must align its software estate with the rights that remain available, such as by removing, reclaiming, or otherwise reducing software use that is no longer entitled. Managing these end-of-term outcomes in the contract record supports accurate entitlement data, renewal planning, and audit readiness. ServiceNow Software Asset

Management uses entitlement and contract information to help organizations understand license position and manage software obligations throughout their lifecycle. See the ServiceNow Software Asset Management product overview and ServiceNow SAM documentation.

QUESTION NO: 7

Performance Analytics allows users to: (Choose three.)

A. Track usage of a particular software.

B. Assess publisher compliance over a period of time.

C. Configure software reclamation.

D. View trends of software license allocations.

ANSWER: A B D

Explanation:

Performance Analytics provides time-based visibility into key performance indicators, enabling Software Asset Management teams to monitor software data over time rather than viewing only a current-state snapshot. **Track usage of a particular software.** is correct because usage-related indicators can be monitored and trended to support informed optimization decisions. **Assess publisher compliance over a period of time.** is correct because Performance Analytics can collect indicator scores at regular intervals and display compliance posture trends, helping teams understand whether their licensing position is improving or deteriorating. **View trends of software license allocations.** is also correct because allocation and entitlement-related measures can be represented as indicators and visualized through historical charts, dashboards, and breakdowns. These capabilities allow stakeholders to identify patterns, measure progress toward asset-management goals, and make decisions using historical data. ServiceNow describes Performance Analytics as a capability for tracking and visualizing performance over time through indicators, scores, and dashboards. See the ServiceNow Performance Analytics documentation and the ServiceNow Performance Analytics product overview.

QUESTION NO: 8

Software Model Lifecycles can only be created for an external, publisher defined date.

A. True

B. False

ANSWER: B

Explanation:

“False” is correct because Software Model Lifecycles in ServiceNow Software Asset Management are not limited to external dates supplied by a software publisher. Lifecycle information can represent publisher-defined milestones, such as general availability, end of sale, end of support, and end of extended support, but an organization can also define internal lifecycle dates. Internal dates let the organization manage its own governance and operational decisions—for example, when it intends to retire a product, prohibit new deployments, or complete a migration—regardless of the publisher’s published schedule. This distinction is important because a publisher’s support status does not always match the organization’s risk policy, contractual commitments, technical roadmap, or migration timeline. Software model lifecycle records therefore provide a way to track both externally sourced publisher lifecycle information and internally determined lifecycle planning data against software models. The ServiceNow Software Asset Management documentation describes lifecycle management for software models and the lifecycle stages used to support software planning and compliance processes. See the ServiceNow Software Model Lifecycle documentation and the ServiceNow Software Asset Management documentation.

QUESTION NO: 9

Which results can be identified after software reconciliation has been completed? (Choose three.)

A. An entitlement shortfall

B. Available or excess rights

C. Software consumption that requires remediation

D. Automatic purchase-order approval

E. Automatic removal of all software installations

ANSWER: A B C

Explanation:

An entitlement shortfall, **available or excess rights**, and **software consumption that requires remediation** are correct. Reconciliation compares calculated consumption with entitlement rights for the applicable publisher, product, license metric, and software model. The resulting license position helps SAM teams identify both compliance exposure and optimization opportunities.

For example, an entitlement shortfall can indicate that additional rights are required or that software use must be reduced. Available rights can potentially be allocated to new requests or retained for future demand. Reconciliation identifies these conditions; it does not automatically purchase licenses or uninstall all discovered software. See ServiceNow Software Asset Management.

QUESTION NO: 10

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.

ANSWER: A

Explanation:

Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard. is correct because the dashboard provides the operational status information for Software Content Library downloads, including the download-status job records and their most recent update time. A current timestamp confirms that the instance has communicated with the ServiceNow content service and processed the available normalization content. This is important because normalization relies on the publisher, product, version, edition, and software-model data delivered through the content library; discovery results can remain incomplete or unidentified until that content is available locally. Checking the Central Data Service download status in the dashboard is therefore the appropriate administrative verification method, rather than inferring success from downstream record counts or automation behavior. Administrators can use this status information to confirm that content refresh activity has occurred before investigating any remaining normalization exceptions. ServiceNow describes Software Asset Management and its normalization capabilities in its Software Asset Management product documentation, and its documentation portal provides the relevant IT Asset Management documentation for release-specific content-service procedures.

QUESTION NO: 11

What are benefits of normalizing discovered software data? (Choose three.)

A. Associating software installations with standardized software models

B. Consolidating variations in discovered publisher and product names

C. Improving the accuracy of reconciliation results

D. Creating purchase orders for unlicensed software

E. Automatically approving all software catalog requests

ANSWER: A B C

Explanation:

Associating software installations with standardized software models, **consolidating variations in discovered publisher and product names**, and **improving the accuracy of reconciliation results** are correct. Discovery sources can report the same software product in different formats, versions, or naming conventions. Normalization standardizes this raw discovery information so that ServiceNow can consistently identify the relevant publisher, product, edition, version, and software model.

Reliable normalization is essential before license reconciliation because entitlement rights must be evaluated against the correct licensable software model. Normalization does not create purchase orders or grant users access to software. See ServiceNow Software Asset Management and the ServiceNow product documentation portal.

QUESTION NO: 12

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

ANSWER: B

Explanation:

False is correct because Software Asset Management reconciliation produces reconciliation results at the software-product level. These results compare normalized discovery information with the applicable software entitlements and calculate the product's compliance position, such as whether the organization is compliant, underlicensed, or has surplus rights. The wording in the statement incorrectly identifies the output as product results for software versions and editions. In ServiceNow SAM, version and edition data can be important inputs to normalization, licensing rules, and entitlement allocation, but the reconciliation output described by ServiceNow is a list of reconciliation results showing compliance for software products with respect to discovered installations and entitlements. This distinction matters operationally: reconciliation is intended to give asset managers a product-oriented compliance view from which they can investigate licensing exposure and take remediation or optimization actions. Users assigned the `sam_user` role can view the resulting reconciliation information. ServiceNow's SAM reconciliation documentation describes this product-level compliance result and the relationship between discovered software and entitlements. See the ServiceNow documentation on SAM reconciliation and the ServiceNow Software Asset Management product overview.

QUESTION NO: 13

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

ANSWER: A E

Explanation:

In the baseline ServiceNow Software Asset Management configuration, entitlement allocations can be created for individual devices and individual users. **Device allocations** are used when the licensing right is assigned to a specific device or computer asset. This supports license models where installation, access, or consumption is measured per machine. The allocation creates an explicit association between the entitlement and the relevant device record, helping SAM track assigned rights and calculate compliance accurately.

User allocations are used when a software right is assigned to a specific person. This supports user-based licensing, including named-user scenarios, and provides a direct record of the individual who has been allocated a right from the entitlement. Maintaining these allocations is important for reconciling purchased rights against assigned or discovered software usage and for making informed reclamation decisions.

ServiceNow documents allocation management as part of entitlement administration in Software Asset Management. The entitlement allocation process and the supported baseline allocation choices are described in the ServiceNow entitlement allocation documentation. Additional SAM entitlement and license-management concepts are available in the ServiceNow Software Asset Management product documentation.

QUESTION NO: 14

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.

ANSWER: A

Explanation:

Software allocation is correctly defined as *one or more use rights assigned to a specific device or user*. In Software Asset Management, a use right represents the permission granted by an entitlement or license to use software under its applicable license terms. Allocation is the act of associating that permission with a particular consumer of the software, such as an individual user or a device. This association is essential because it establishes where an organization intends its available license capacity to be consumed and supports the comparison of allocated rights with discovered installations and usage.

ServiceNow SAM uses allocation as part of the broader license-position process: entitlement records provide rights, while allocations connect those rights to users or devices. This helps organizations manage license assignments, maintain an auditable record of intended consumption, and make informed reclamation or compliance decisions. The concept is distinct from recognizing discovered software or standardizing software-installation data; allocation concerns assigning the right to use software. See ServiceNow's Software Asset Management product overview and the ServiceNow SAM documentation for SAM licensing and entitlement-management concepts.

QUESTION NO: 15 - (SIMULATION)

Publisher information such as general availability and end of life dates will be provided as part of what feature within ServiceNow?

C.Reconciliation dimensions

D.License change projection

E.Software lifecycle content

F.Normalization suggestions

ANSWER: See the explanation for the answer

Explanation:

Correct answer: E. Software lifecycle content

ServiceNow Software Asset Management provides publisher lifecycle information—including software **general availability (GA)**, **end of support**, and **end of life (EOL)** dates—through **Software lifecycle content**. This content supports lifecycle management by identifying products or versions that are obsolete or approaching end of support.

QUESTION NO: 16

The goals of Software Asset Management include which of the following? (Choose three.)

A. Optimize spend

B. Rationalize business applications

C. Maintain compliance

D. Identify unauthorized usage

E. Support software audits

ANSWER: A C D

Explanation:

Software Asset Management is intended to provide trustworthy software-installation, usage, entitlement, and license-position information so an organization can govern its software estate effectively. **Optimize spend** is a core SAM outcome because accurate license positions help organizations reclaim unused software, avoid unnecessary purchases and renewals, and make informed purchasing decisions. **Maintain compliance** is equally fundamental: SAM compares normalized software and discovered use with license entitlements to identify compliance exposure and support ongoing license governance.

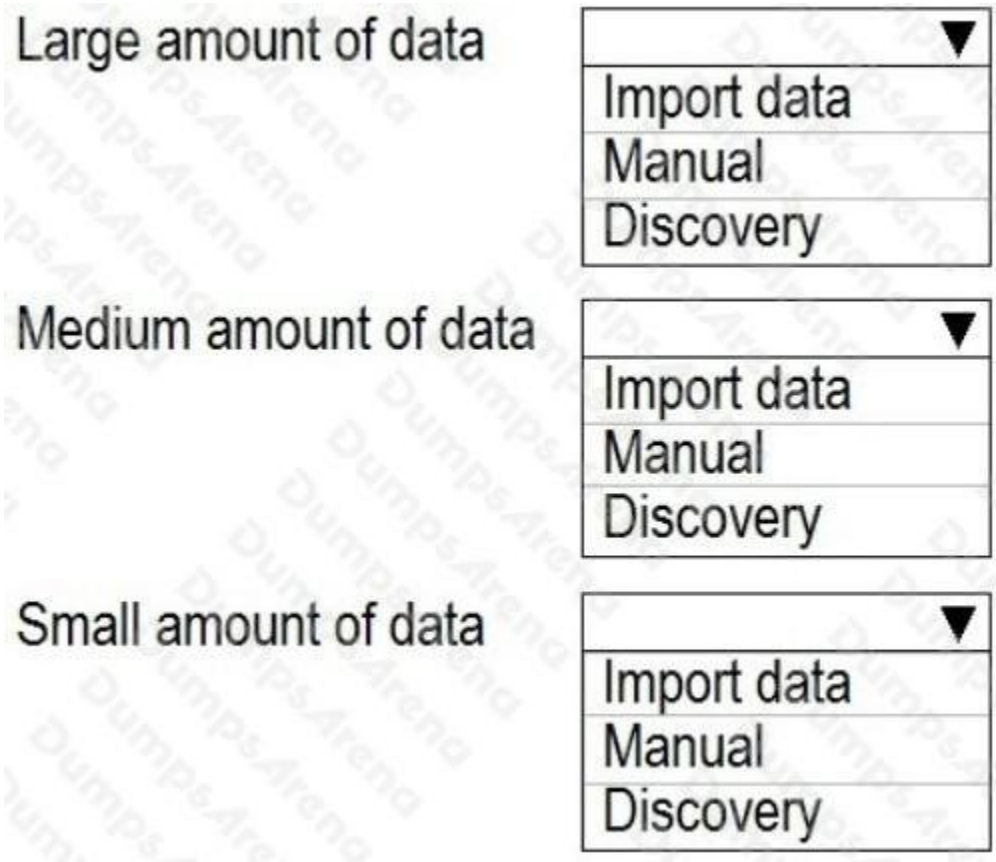
Identify unauthorized usage is also a SAM goal because visibility into discovered installations and usage allows teams to find software that is unapproved, not entitled, or outside organizational policy. This information supports remediation before unauthorized use creates financial, security, or contractual risk. Together, these goals reflect SAM's focus on controlling software cost, risk, and usage through a reliable software asset record and effective license management processes. ServiceNow describes Software Asset Management as helping organizations optimize software spend and manage license compliance; its capabilities also include visibility into software usage and installed software. See the ServiceNow Software Asset Management product page and the ServiceNow IT Asset Management overview.

QUESTION NO: 17 - (HOTSPOT)

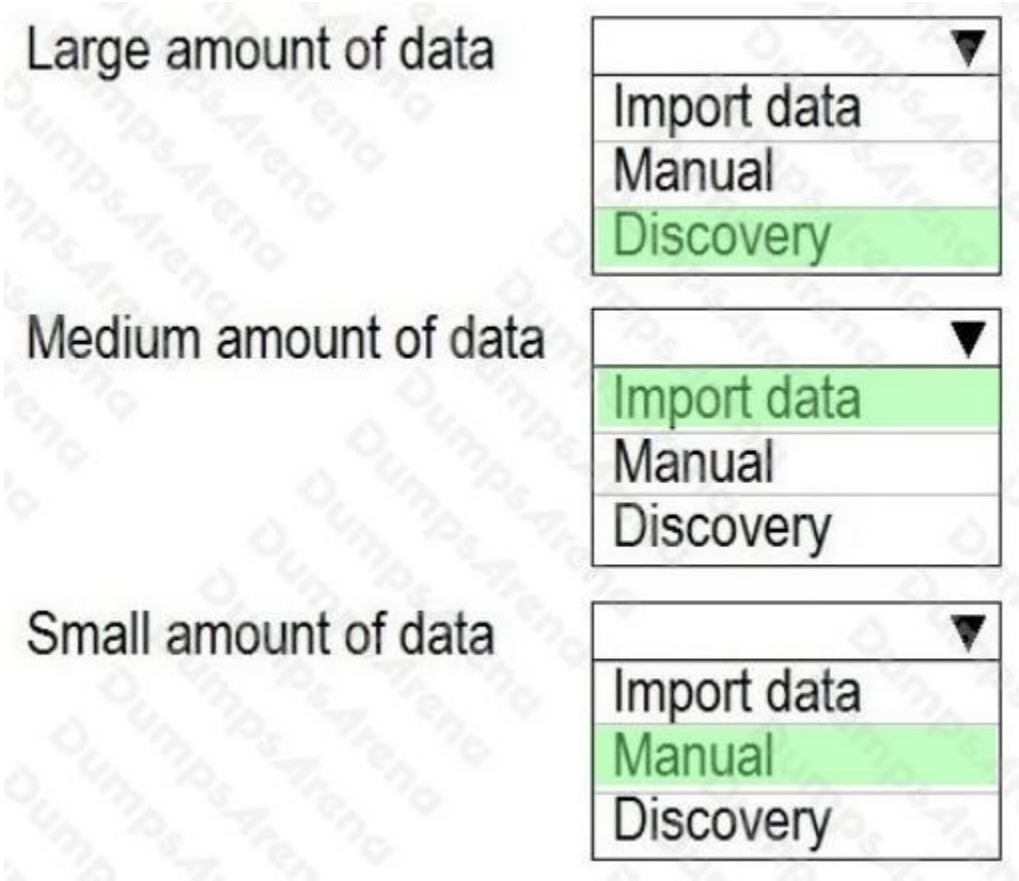
HOTSPOT

Match the best practice method for the amount of data:

Hot Area:



ANSWER:



Explanation:

The correct best-practice mapping is: a large amount of data is handled through Discovery, a medium amount of data is handled through Import data, and a small amount of data is handled manually. This approach aligns the collection method with the expected scale and operational effort involved in maintaining reliable records.

Discovery is the right choice for a large volume because it is designed to identify infrastructure and software-related information automatically across an environment. Automated collection provides repeatability and supports ongoing updates as devices, installed software, and configuration details change. This makes Discovery especially useful when the organization needs broad coverage and current data rather than a one-time population exercise. ServiceNow describes these capabilities in its Discovery product overview.

For a medium volume of records, importing data is the appropriate practice. Importing provides a controlled, efficient way to bring structured information from an existing source into ServiceNow. It supports repeatable loading processes, transformation of source values into the target data model, and data-quality controls such as coalescing to identify existing records. This is valuable when a manageable dataset is maintained in a spreadsheet, procurement source, inventory feed, or another external system. The platform's Import Sets documentation explains the staging and transformation process used for this type of integration.

Manual entry is appropriate for a small amount of data because the effort to configure an automated integration or discovery process would not be justified for only a limited number of records. Direct record creation allows the team to enter and validate the required information quickly while retaining ownership and accountability for the data. Together, these selections apply the right level of automation and administration to each data volume.

QUESTION NO: 18

Additional Software Model Lifecycles phases can be added as _____ .

A. Options

B. Items

C. Choices

D. Selections

ANSWER: C

Explanation:

Choices is correct because Software Model Lifecycle phases are represented by values in a choice list. ServiceNow uses lifecycle phases to describe a software model's progression through its managed lifecycle, and the available phase values can be extended when an organization needs terminology or process stages beyond the delivered values. Administrators add these additional phase values as choice records for the applicable lifecycle-phase field, allowing the new value to appear consistently in the interface and to be selected for software models.

This approach follows the platform's standard configuration model for fields with controlled, selectable values. Using choices preserves data consistency across software asset records, supports filtering and reporting by lifecycle phase, and enables process automation to evaluate a standardized phase value. The configuration should be made with awareness of the field's table and any dependent workflows, so the custom phase fits the organization's software asset-management process while retaining the delivered lifecycle data structure. ServiceNow's Software Asset Management documentation describes software model management and lifecycle-related configuration, while the platform administration documentation explains how choice-list values are maintained. See ServiceNow Software Asset Management documentation and ServiceNow choice-list administration documentation.