Servicenow

(CIS-SAM)

Certified Implementation Specialist - Software Asset Management

Total: **202 Questions**

Link:

Question: 1

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

Answer: ABCE

Explanation:

The correct answer highlights the foundational data elements critical for a successful Software Asset Management (SAM) practice within ServiceNow. Let's break down why each chosen element is essential:

A. Software Allocations: Knowing where software is installed and used (allocations) provides crucial visibility into actual software consumption. This data allows for license reconciliation, identification of underutilized software, and optimization of software spend. Without tracking allocations, you lack a complete picture of your software footprint.

B. Software Models: Software Models define the characteristics of software products, like publisher, version, and license metrics. They normalize the data and link different software installations to a common definition.

This normalization is crucial for accurate license calculations and reporting. ServiceNow uses software models to automate much of the SAM process.

C. Foundation Data: This refers to the core Configuration Management Database (CMDB) data – servers, workstations, users, departments, etc. A healthy CMDB provides the context needed to understand the environment in which software exists. Linking software to users, departments, and locations is essential for cost allocation, security management, and overall governance. Accurate foundation data ensures SAM processes are based on reliable information.

E. Software Entitlements: These represent the purchased rights to use software. Accurate entitlement data (license keys, terms of use, number of licenses) is the backbone of compliance and cost optimization. Software entitlements are compared against software allocations to determine compliance position and identify potential licensing gaps or overspending.

Why the other option is incorrect:

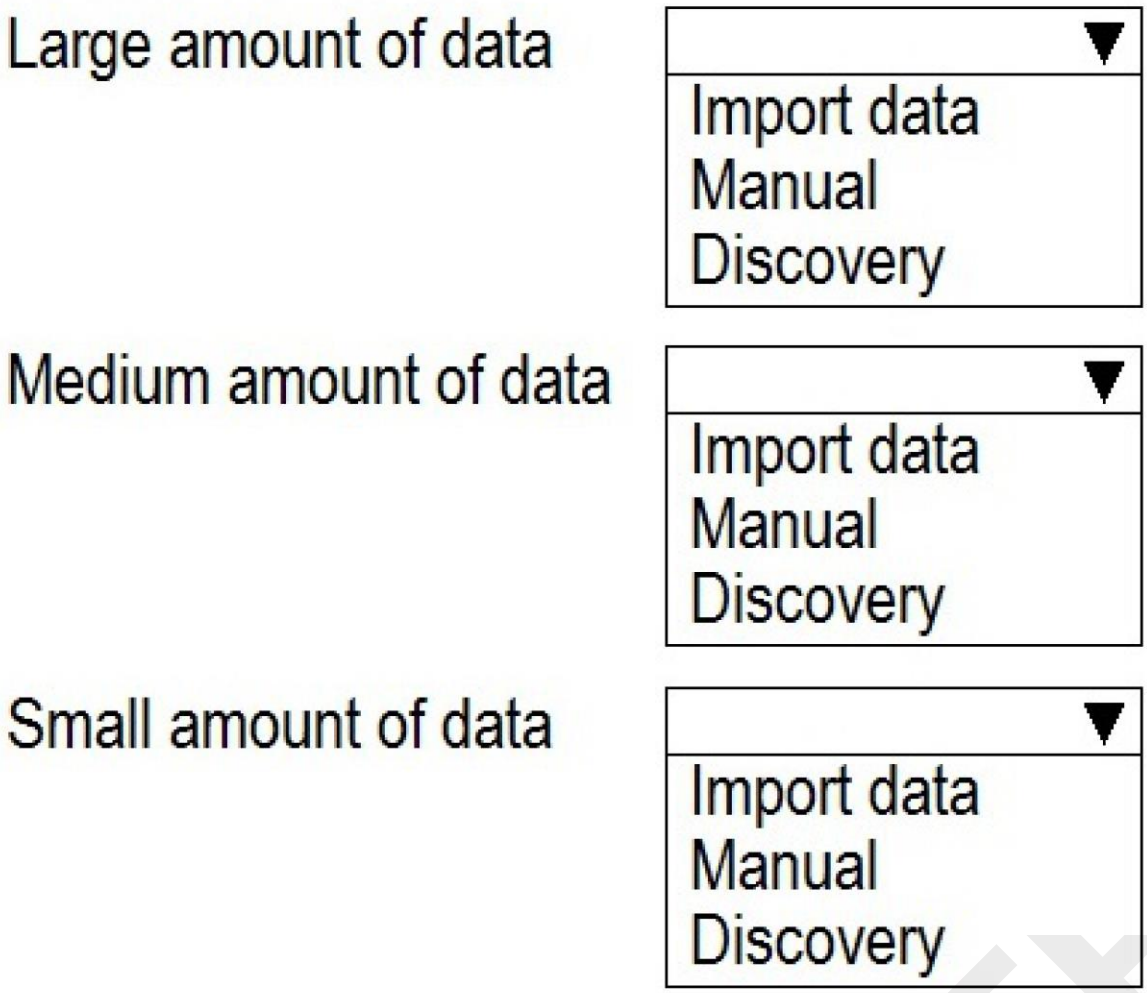
D. Software Contracts: While Software Contracts are important, they're not as foundational as the chosen elements. Contracts provide the terms of the software agreement. However, you still need to know what software you have (Models), where it is (Allocations), the underlying infrastructure (Foundation Data), and the right to use it (Entitlements) to effectively manage SAM. Contracts are a supporting element, not a fundamental one.

Authoritative Links for Further Research:

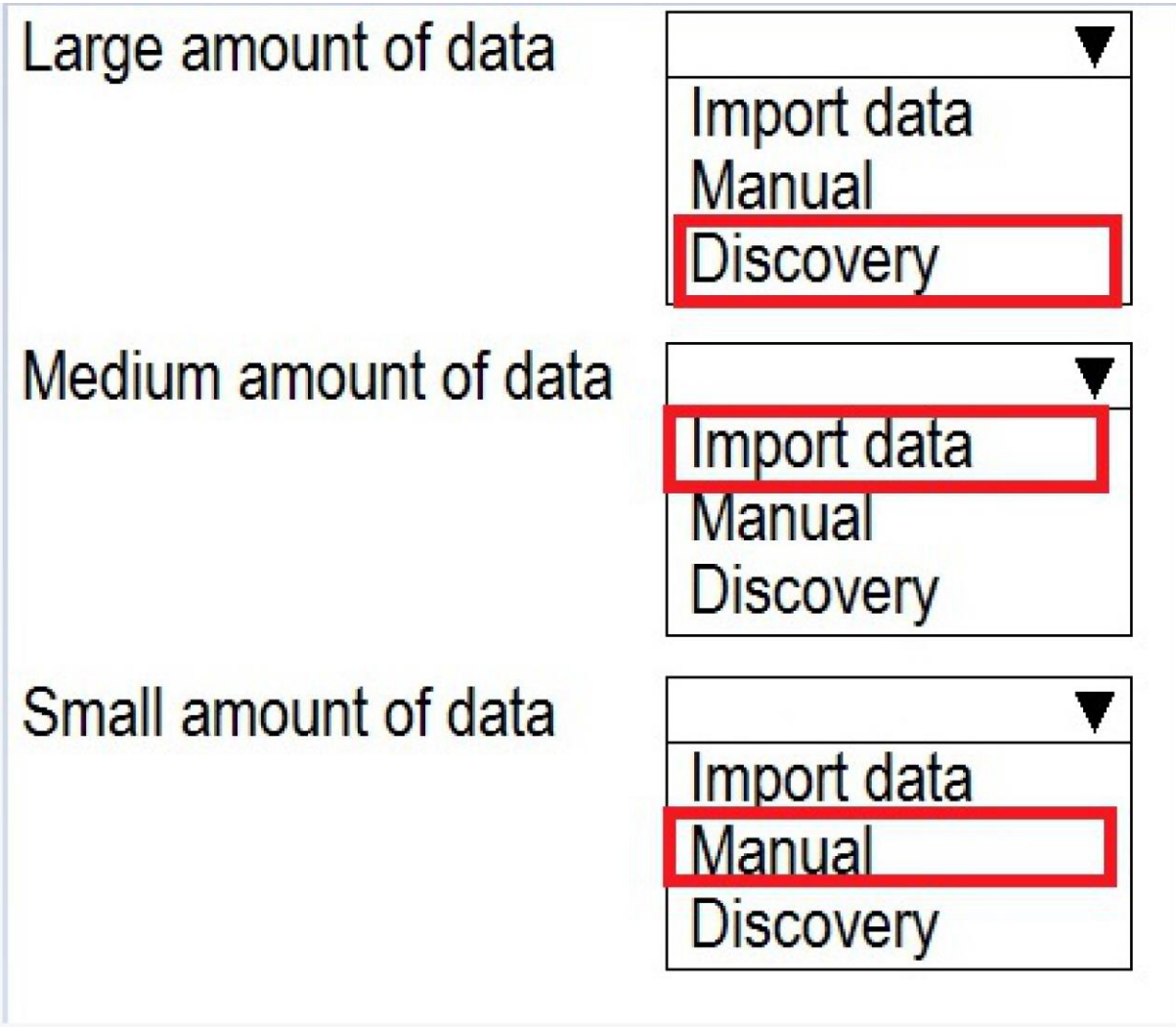
ServiceNow SAM Documentation:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management/concept/software-asset-management-application.html
ITIL 4 Foundation: (While not specifically ServiceNow, ITIL 4 provides a strong foundation for IT Service Management, which SAM supports) https://www.axelos.com/ (Axelos is the official home of ITIL)

Question: 2

HOTSPOT -
Match the best practice method for the amount of data:



Answer:



Explanation:

Large amount of data – Discovery.

Medium amount of data – Import data.

Small amount of data – Manual.

Question: 3 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

Answer: C

Explanation:

The correct answer is C: "The process of standardizing discovered software installation to defined norms." Here's a detailed justification:

Normalization in Software Asset Management (SAM) is the crucial process of cleaning, standardizing, and categorizing discovered software installations to ensure consistency and accuracy in the software inventory. This process is vital for several reasons.

First, discovery tools often report software installations using various names and formats. Normalization resolves these discrepancies by mapping them to a standardized software product catalog (e.g., the ServiceNow Content Service). This allows for accurate identification of the software titles and versions installed across the environment.

Second, effective license management relies on accurately matching software installations to corresponding licenses. Without normalization, it would be impossible to determine true software consumption. By standardizing the software data, license reconciliation can be performed with high confidence.

Option A, "One or more use rights assigned to a specific device or user," describes Entitlement.

Option B, "Classification of the acquired software," is partially correct as it involves cataloging, but normalization has a specific focus on standardization.

Option D, "The process of producing a compliance position by comparing the number of software rights acquired against the normalized software inventory," describes License Reconciliation, which utilizes normalized data, but is not the definition of normalization itself.

Option E, "Software license details that define use rights," describes License Agreements.

Therefore, normalization's primary goal is to bring consistency to discovered software data to streamline processes like software license management, compliance management, and software usage tracking. It simplifies the complex landscape of software installations and sets the foundation for effective Software Asset Management. Without accurate normalization, all subsequent SAM processes are negatively impacted, leading to inaccurate data, flawed compliance positions, and inefficient resource utilization.Further Research:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Software Asset Management" and "Normalization")
ITIL 4 Foundation Handbook.

Question: 4

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

Answer: CD

Explanation:

The correct answer to the question regarding recommended Discovery sources for populating the ServiceNow Software Installation table is C and D: Microsoft SCCM and ServiceNow Discovery.

Microsoft SCCM (System Center Configuration Manager): SCCM is a widely used systems management software product developed by Microsoft. It provides features like remote control, patch management, software distribution, operating system deployment, network access protection, and hardware and software

inventory. SCCM's comprehensive inventory data about installed software across an organization's Windows devices makes it a valuable source of information for the ServiceNow Software Installation table. It provides accurate and detailed software data that ServiceNow can leverage.

ServiceNow Discovery: ServiceNow Discovery is a built-in feature of the ServiceNow platform that allows organizations to automatically discover and map their IT infrastructure, including hardware, software, and services. It can identify installed software on various types of devices and servers, making it a direct and integrated source for populating the Software Installation table. ServiceNow Discovery is specifically designed to integrate with the platform and provide up-to-date data on software installations.

Service Mapping (A) focuses primarily on understanding the relationship between business services and the underlying IT infrastructure, rather than directly populating the Software Installation table. HP UCMDB (B), while capable of discovering software, is not a specifically recommended or primarily used source within a native ServiceNow Software Asset Management (SAM) implementation. ServiceNow Orchestration (E) automates tasks and processes but doesn't inherently discover software installations on its own. Its main purpose is to automate different processes within the enterprise which are not related to software discovery.In summary, SCCM and ServiceNow Discovery are the most recommended sources for populating the ServiceNow Software Installation table because they provide comprehensive and accurate data about installed software across the organization. SCCM covers Windows environments well, and ServiceNow Discovery provides broad coverage across different device types.

Resources for further reading:

ServiceNow Discovery Documentation:https://docs.servicenow.com/bundle/utopic-platform/page/product/discovery/concept/c_Discovery.html
Microsoft SCCM Documentation:https://learn.microsoft.com/en-us/mem/configmgr/

Question: 5

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

A.True
B.False

Answer: A

Explanation:

The answer, True, is accurate because templates significantly streamline the data import process in ServiceNow, particularly within Software Asset Management (SAM). In ServiceNow, data imports often involve transforming raw data from external sources into the correct format for ServiceNow tables. Manually configuring import sets and transform maps for each data import is time-consuming and prone to errors.

Templates offer a pre-defined structure and mappings, automating the data transformation process. A template allows the user to define how data fields from the source file should be mapped to corresponding fields in ServiceNow tables, eliminating the need to re-define these mappings every time a similar dataset is imported. This is particularly beneficial for recurring imports from the same data source, such as software license reports from a vendor.

By creating a template that contains pre-configured transform maps, field mappings, and data transformation scripts, administrators can significantly reduce the effort required for subsequent data imports. The template ensures consistency and accuracy in data mapping. This repeatable process minimizes errors and speeds up the integration of software asset data into ServiceNow.

Furthermore, templates can improve data quality by applying pre-defined transformation rules and validations, ensuring that the imported data meets the required standards. The reuse of templates saves

administrators valuable time, reduces the risk of manual errors, and improves the overall efficiency of the data import process. The ability to customize and adapt templates also provides flexibility to handle variations in data sources while maintaining a consistent import strategy.

For further research, consult the ServiceNow documentation on Import Sets and Transform Maps, which are the foundation for creating and using data import templates:

ServiceNow Docs: Import Sets
ServiceNow Docs: Transform Maps

Question: 6

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

A.True
B.False

Answer: B

Explanation:

The statement "Client access is the right to use for a specific amount of time" is false in the context of Software Asset Management (SAM) and specifically within the ServiceNow ecosystem. Client access, in the realm of software licensing, generally refers to who is authorized to utilize a software application, not how long they can use it. This authorization is typically governed by license agreements between the software vendor and the client organization.

The right to use software is granted by the license, which dictates the terms of usage. These terms can include stipulations about the number of concurrent users, named users, the type of use (e.g., commercial, non-commercial), and the environments where the software can be deployed (e.g., production, development).

A client access license (CAL), often found in Microsoft licensing, pertains to granting access to server software for clients or devices, not defining a time limit.

The duration for which a user can leverage software is dictated by the overall validity of the software license itself and potentially the duration of maintenance contracts. Software licenses are often perpetual (allowing indefinite use) or subscription-based (granting access for a fixed period, such as monthly or yearly). Therefore, "client access" and the duration of usage are distinct concepts in software licensing. Client access establishes eligibility, while the license type (perpetual or subscription) determines the temporal constraint, if any. Within ServiceNow SAM, managing these licenses and user allocations accurately is crucial for compliance and cost optimization.

Here are a couple of links for further reading:

Software Asset Management (SAM) Best Practices:
https://www.servicenow.com/content/dam/servicenow/other-documents/white-paper/wp-software-asset-management-best-practices.pdf
Software License Management:https://www.ibm.com/topics/software-license-management

Question: 7

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

A.True
B.False

Answer: B

Explanation:

The statement that coalesce fields can only use a single field to uniquely identify a record is false. Coalesce fields in ServiceNow can indeed use multiple fields to create a unique key. This capability is vital for ensuring accurate data imports and updates, especially when relying on external data sources. A single field might not always be sufficient to guarantee uniqueness, leading to potential data integrity issues. By combining multiple fields, you can establish a more robust and reliable identification mechanism. When importing data, ServiceNow checks if a record with the specified coalesce field values already exists. If a match is found, the existing record is updated; otherwise, a new record is created. Using multiple coalesce fields enhances the accuracy of this matching process. This is especially useful in Software Asset Management (SAM) where asset identification might depend on a combination of attributes like serial number, manufacturer, and model.

A composite key formed by multiple coalesce fields allows for a finer-grained control over record matching and avoids unintended duplication or overwriting of data. ServiceNow's documentation explicitly supports the use of multiple coalesce fields. Therefore, the provided answer, B (False), is correct. The flexibility to use multiple fields is a key feature enabling administrators to tailor data import processes to fit the unique needs of their organizations.

For further research, refer to the official ServiceNow documentation on data imports and coalesce fields:

ServiceNow Docs - Coalesce Fields
ServiceNow Docs - Import Sets

Question: 8

When receiving an order, which data point is mandatory?

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

Answer: C

Explanation:

Here's a detailed justification for why Asset Tag is the most mandatory data point when receiving an order in ServiceNow Software Asset Management (SAM):

In the context of receiving an order for software assets, the "Asset Tag" is crucial for several reasons that align with core SAM principles of identification, tracking, and reconciliation.

An Asset Tag serves as a unique identifier assigned to a specific instance of a software asset. Without it, it becomes exceedingly difficult to differentiate between individual licenses or software installations, especially when dealing with a large inventory.

Cost and serial number are important, but they're not mandatory at the point of receiving the order. Cost can be updated later, and not all software assets require a serial number. Assigning "Assigned To" is usually a later stage after the asset has been reconciled and is ready to be deployed.

Consider a scenario where an organization orders 100 licenses for a specific software. Without Asset Tags, there's no clear way to track which licenses are being used, which are available, and where they are installed.

Asset Tags facilitate accurate asset tracking throughout their lifecycle, from procurement to disposal. They are essential for maintaining data integrity within the ServiceNow CMDB and SAM modules.

The use of Asset Tags supports compliance efforts. Audit trails require clear identification of assets to demonstrate proper license allocation and usage.

Furthermore, they enable efficient reconciliation of software installations against licensed entitlements. Discrepancies can be quickly identified and resolved, minimizing compliance risks.

Using asset tags integrates well with discovery tools that automatically populate the CMDB. These tools often rely on unique identifiers to correctly associate software installations with their corresponding records.

Therefore, while cost and serial number are beneficial, the Asset Tag provides a fundamental building block for effective software asset management. Its presence ensures the integrity of inventory records, facilitates accurate tracking, and supports compliance initiatives. It is the cornerstone of efficient asset management as the order is received into the system.

Authoritative Links for Further Research:

ServiceNow Documentation - Software Asset Management:
https://www.servicenow.com/products/software-asset-management.html (Explore ServiceNow's official documentation on SAM functionalities and best practices.)
ITIL 4 Best Practices:https://www.axelos.com/ (Refer to ITIL 4 guidelines on asset management for broader context and principles.)

Question: 9

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

Answer: D

Explanation:

The correct answer is D: They are requested from and activated by ServiceNow support.

Here's the justification: Software Asset Management (SAM) Professional plugins, which unlock advanced features and functionalities, are not activated directly by users within the ServiceNow instance. They are considered premium features requiring a specific entitlement and activation process orchestrated by ServiceNow.

Option A is incorrect because while admin users manage aspects of the SAM module, they don't have the authority to directly activate the SAM Professional plugins. Options B and C are also incorrect because sam_developer and sam_admin roles pertain to managing the SAM module's configuration and data, not the initial activation of professional plugins. Option E is incorrect because SAM Professional plugins are not activated by default.

The standard procedure involves requesting the activation of the SAM Professional plugins through ServiceNow's official channels, typically through the customer's account representative or ServiceNow support. Once the request is approved and the necessary licenses are confirmed, ServiceNow support

personnel activates the plugins for the specific instance. This is due to the plugin entailing advanced functionalities needing correct provisioning and ensuring adherence to licensing agreements. This process ensures that only entitled customers have access to the professional features and that the activation is performed correctly to avoid any potential issues.

Relevant Links for further reading:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Software Asset Management Activation")
ServiceNow Store: https://store.servicenow.com/

Question: 10

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.

Answer: BE

Explanation:

The correct answer is BE. Here's why:

E. Plugins are software components that provide specific features and functionalities: This statement aligns with the fundamental definition of a plugin. In ServiceNow, plugins extend the base system's capabilities by adding specialized features, workflows, tables, and functionalities related to specific business processes or application areas, such as Software Asset Management. These features are generally not part of the core platform.

B. Plugins can be activated by default in the base ServiceNow system: Some plugins are indeed active by default in a new ServiceNow instance. This is because they contain functionality crucial to the platform's foundational operations, basic modules, or commonly used features. ServiceNow activates these plugins during provisioning to ensure essential functionalities are available immediately. Some plugins also get automatically activated based on other plugins already in use.

Let's examine why the other options are incorrect:

A. Plugins can be disabled or deactivated when no longer in use: While some plugins can be deactivated, many core plugins are essential for system functionality and cannot be deactivated without causing significant issues. So, this statement is not always true.

C. When a plugin is active you cannot hide its functionality: Access to plugin functionality can often be controlled through user roles and permissions. ServiceNow allows administrators to restrict access to specific features, modules, or tables even when the plugin is active.

D. Plugins are stand-alone and do not depend on other plugins being activated: This is generally false.

Plugins often have dependencies on other plugins. Activating one plugin might require another to be active first. The ServiceNow platform manages these dependencies to ensure proper functionality.

Authoritative Links for Further Research:

ServiceNow Product Documentation: Plugins:https://docs.servicenow.com/en-US/bundle/sandiego-platform-

administration/page/administer/plugins/concept/c_Plugins.html
ServiceNow Community: Access valuable insights and discussions on plugins:
https://community.servicenow.com/

Question: 11

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

Answer: E

Explanation:

The correct answer is E. Asset Tag. Here's why:

When receiving software related to a purchase order within ServiceNow Software Asset Management (SAM), the **Asset Tag** is generally the mandatory data point. This is because the asset tag serves as the unique identifier for the software instance being managed. It's crucial for tracking and managing the software lifecycle within the ServiceNow platform. The asset tag enables precise association with contracts, entitlements, usage data, and other relevant information.

While a Serial Number (A) or a License Key (D) could be relevant, they are not always mandatory at the point of receiving the software. License key might be entered later during software installation/deployment and serial numbers apply to only physical assets. Assigned To (B) and Cost (C) are also essential pieces of information, but they are not necessarily mandatory at the receiving stage; these details might be populated at a later time as part of assignment or financial reconciliation processes. The immediate need is to uniquely identify the instance of software, and that's done via the asset tag.

Asset tags are vital for reconciliation and compliance. Without a unique identifier, it becomes difficult to track which entitlements are consumed by which software installations, and which software needs to be recovered. Having the Asset Tag during receipt ensures the software is immediately integrated into the SAM workflow. It simplifies identifying the software later when reconciliation tasks are performed and compliance audits are conducted. The SAM system can use this information to manage the complete lifecycle of the asset, thus providing a complete view of the software being managed.

Further, a well-defined asset tagging system significantly improves accountability within the IT landscape, minimizing discrepancies and optimizing software spending.

Question: 12

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

Answer: BF

Explanation:

The question asks for features NOT found within the Publisher Workbench navigation tree in ServiceNow's Software Asset Management (SAM) module.

A. Expand and collapse tree links: The Publisher Workbench navigation tree does allow you to expand and collapse sections to view publishers, products, and associated data. This helps navigate the hierarchical structure efficiently. Thus, this IS a feature.

B. List of all publishers: The Publisher Workbench navigation tree does NOT list all publishers directly in a single, flat list. Instead, publishers are organized within a hierarchical structure, often by product or related criteria. The workbench focuses on managing the software models and entitlements associated with specific publishers rather than just presenting an exhaustive list of all publishers in the system.

C. Software model compliance icons: The Publisher Workbench displays compliance information, including icons, to represent the compliance status of software models. This allows users to quickly identify areas where compliance issues exist. Thus, this IS a feature.

D. Filter products: The Publisher Workbench offers filtering options to narrow down the list of products displayed, allowing users to focus on specific software titles or vendors. Thus, this IS a feature.

E. Compliance toggle switch: While the Publisher Workbench displays compliance information, there is no global "compliance toggle switch" to globally turn compliance on or off within the navigation tree itself. Compliance is determined by underlying data and rules configurations.

F. List of all publishers out of compliance: The Publisher Workbench focuses on managing software models and entitlements. While compliance status is displayed, it does not provide a flat, separate list within the navigation tree specifically for all publishers that are out of compliance. Detailed compliance information is accessed through specific views and reports within the Workbench, not just a dedicated list in the navigation pane.

Therefore, options B and F are features NOT present in the Publisher Workbench navigation tree. The workbench is designed for structured management of software assets, focusing on products, models, and their compliance states within a hierarchical context, rather than flat lists of all publishers, whether compliant or non-compliant.

References:

ServiceNow Documentation: While a direct link to the Publisher Workbench navigation tree features is difficult to provide (as ServiceNow documentation changes), searching within the ServiceNow documentation portal (e.g., docs.servicenow.com) for "Publisher Workbench" and "Software Asset Management" will provide relevant information on its features and functionalities.

Question: 13

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

Answer: B

Explanation:

The correct answer is B. Transform Map. A Transform Map in ServiceNow is the mechanism specifically designed for moving data from an import set table (a staging area for data being brought into ServiceNow) to a target table, which represents the permanent, structured table in ServiceNow where the data will reside. It defines the relationships between fields in the source import set table and the fields in the target table, allowing for data transformations and ensuring data integrity during the import process.

A Transform Map allows administrators to define field mappings, specify data transformations (e.g., converting data types, concatenating fields, applying scripts), and handle data validation and error conditions. It essentially dictates how the data is processed and structured as it moves from the import set to the target table. Using transform scripts within a Transform Map provides powerful capabilities for data manipulation and enrichment.

Option A, Mapping Assist, isn't a standard ServiceNow term related to data transformation. Option C, Reconciliation Map, might be related to data reconciliation processes, but is not the primary mechanism for importing and transforming data between tables. Option D, Discovery Map, is generally related to the ServiceNow Discovery application, which identifies hardware and software assets within an organization's network; it's not directly involved in mapping data from import sets. The Transform Map is the core feature for this functionality.

Authoritative links:

ServiceNow Docs - Transform Maps: https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/import-sets/concept/c_TransformMaps.html

Question: 14

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

Answer: E

Explanation:

The correct answer is E. Initiate.

The ServiceNow Implementation Methodology (SIM) is a structured approach for implementing ServiceNow solutions. Each phase has specific objectives and deliverables. The Initiate phase is where the groundwork for the entire project is laid. This involves defining the project's purpose, scope, and objectives, and gathering the initial high-level requirements. A key deliverable of the Initiate phase is establishing the project governance structure, defining roles and responsibilities, and creating a communication plan.

Crucially, during the Initiate phase, stakeholders define the processes and requirements for the engagement. This includes identifying key stakeholders, understanding their needs, and documenting their expectations. It is also where the initial delivery plan is finalized, outlining the project timeline, milestones, and resource

allocation. While detailed user stories might be further refined in later phases (Create or Realize), the foundation for defining those stories and their purpose within the project scope happens during Initiate. The subsequent phases build upon the foundation set in the Initiate phase. Transition focuses on deploying the solution. Close involves finalizing the project and ensuring a smooth handover. Create is where the actual build and configuration happen. Prepare is dedicated to planning for activities in the Create phase. Thus, the establishment of processes, requirements, and preliminary delivery plan definition all fall squarely within the Initiate phase.

Authoritative links for further research:

ServiceNow Implementation Methodology (SIM) documentation (requires ServiceNow access/subscription): https://www.servicenow.com/ (Search for "ServiceNow Implementation Methodology")

While a specific public link describing SIM in detail is not available without ServiceNow access, searching relevant keywords will yield further insights into project management methodologies generally.

Question: 15

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

Answer: A

Explanation:

The correct answer is **A. Inference Percent**. Here's why:

In ServiceNow SAM, when a software suite parent is not discovered on a device, the system needs a mechanism to infer whether a particular software installation belongs to that suite. This is where the Inference Percent comes into play. The Inference Percent defines the confidence level or probability that an installation is part of a suite based on its attributes (like name, publisher, version) when the primary suite association cannot be directly established.

Here's a breakdown of why other options are less likely:

B. Product Results: Product Results refer to the outcomes of the software discovery process. They represent the specific software titles and versions discovered on devices. While crucial for SAM, they don't directly determine suite membership in the absence of the suite parent.

C. Software Model: The Software Model is a record in the Software Asset Management application that defines a specific software product. It includes details like publisher, version, and license metrics. While essential for managing software assets, it doesn't dictate how the system infers suite relationships when the parent isn't discovered.

D. Model Bundles: Model Bundles represent pre-defined groupings of software models that are often sold together. These define which products are bundled together, but they don't come into play when the parent is not discovered. The system doesn't know it needs to refer to a bundle.

The Inference Percent is designed specifically to address scenarios where direct suite parent discovery is missing, and is therefore the most relevant mechanism for determining suite membership based on indirect

indicators. It enables the system to make educated guesses and automatically associate installations with suites even when the definitive suite parent record isn't found.

For further research, consider exploring ServiceNow's official documentation on Software Asset Management and software normalization to understand how the system handles suite discovery and inference. These resources can provide a deeper understanding of these concepts.ServiceNow Docs

Question: 16

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.

Answer: CD

Explanation:

The correct answer is C and D. Here's why:

B is incorrect: ServiceNow does have Client Software Distribution (CSD) as part of its Software Asset Management (SAM) module. It's a key feature for managing software deployments.

A is incorrect: Software removal isn't necessarily performed daily via a scheduled job by CSD. Removal is often triggered by specific events, like user departure or software retirement, rather than a fixed schedule. Scheduled jobs might be involved, but not as the sole means of removal.

C is correct: The Client Software Distribution process indeed begins with configuration. This involves setting up the distribution points, software repositories, and defining the policies for software deployment. It is critical that the parameters are in place before distribution is done.

D is correct: CSD's primary function is to automatically distribute software to client devices and, based on pre-defined rules, also reclaim software when it's no longer needed. SAM pro license enables software reclamation. While Orchestration integration can enhance these processes, it's not a strict requirement for basic CSD functionality. CSD helps optimize software usage and reduce unnecessary license consumption.

References:

ServiceNow Docs - Software Asset Management (Look for sections on Client Software Distribution and Software Reclamation)

Question: 17

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

Answer: B

Explanation:

The correct answer is B. sam_admin. Here's a detailed justification:

The sam_admin role in ServiceNow has broad administrative rights within the Software Asset Management (SAM) module. One of its key responsibilities is managing user access and permissions related to SAM functionalities. Specifically, the ability to grant a user the script writing capability falls under the purview of the sam_admin.

The sam_admin role possesses the necessary privileges to modify user roles and permissions, including the assignment of roles like script_writer or admin (which implicitly grants script writing). The discover_admin role focuses on discovery processes and doesn't directly manage user permissions for SAM scripting. While sam_developer might create scripts, they don't typically administer user access to scripting capabilities. asset role primarily deals with asset management activities which are distinct from SAM scripting access control.

Granting script writing capabilities provides users with the ability to automate tasks, customize workflows, and extend the functionalities within the SAM module. This level of access should be carefully managed and is therefore usually confined to users with the sam_admin role. Only individuals with the appropriate authorization level (i.e., sam_admin) should be capable of conferring such a potentially powerful privilege. Giving this power to the wrong role could lead to security risks, process disruption or data integrity concerns.

For further research, refer to the official ServiceNow documentation on Software Asset Management roles:

ServiceNow Docs: https://docs.servicenow.com/ (Search for "Software Asset Management Roles" or related terms)
ServiceNow Community Forums: https://community.servicenow.com/

Question: 18

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

Answer: C

Explanation:

The correct answer is **C. Trustworthy Data**.

The ServiceNow Software Asset Management (SAM) Capability Blueprint is a framework designed to help organizations mature their SAM practices. It outlines four tiers, each representing a stage of maturity in SAM capabilities. These tiers are structured in an ascending order of sophistication.

Tier 1: Trustworthy Data focuses on establishing a foundation of accurate and reliable data about the software estate. This includes accurate discovery, normalization, and reconciliation of software assets.
Without trustworthy data, all subsequent SAM processes become unreliable and prone to errors. It is the bedrock on which all other activities are built. This tier includes focusing on importing data to the CMDB accurately from data sources.
Tier 2: Practical Management builds upon the data foundation by implementing basic SAM processes like software request management, license harvesting, and reclamation. Organizations at this tier actively manage

their software licenses to ensure compliance and optimize utilization.

Tier 3: Operational Integration involves integrating SAM processes with other IT workflows, such as incident management, change management, and procurement. This integration streamlines processes and improves overall efficiency.

Tier 4: Strategic Conformance represents the highest level of SAM maturity, where SAM is aligned with business objectives and used to drive strategic decision-making. At this level, organizations are proactively managing their software assets to maximize value and minimize risk.

Therefore, because establishing a data foundation is the first and most basic component within the ServiceNow SAM Capability Blueprint, trustworthy data is identified as Tier 1.

Further reading about ServiceNow SAM can be found on the ServiceNow website or in the official documentation.

Question: 19

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

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

Answer: ACEF

Explanation:

The correct answer identifies four publisher packs available within ServiceNow's Software Asset Management (SAM) module. Publisher packs are pre-defined content within ServiceNow that help streamline the management of software assets from specific vendors.

A. SAP: ServiceNow provides an SAP publisher pack to assist in managing SAP software licenses, compliance, and optimization. This pack includes content tailored to SAP's licensing model and deployment scenarios.

C. Citrix: A Citrix publisher pack is available within ServiceNow. This pack is designed to manage and optimize Citrix software assets, encompassing various Citrix products and licensing metrics.

E. Oracle: The Oracle publisher pack is a core component of ServiceNow's SAM capabilities. It provides functionality to manage Oracle database and other software licenses, handle complex Oracle licensing rules, and optimize spending.

F. IBM: ServiceNow offers an IBM publisher pack to assist in managing IBM software licenses, compliance, and optimization. It includes content tailored to IBM's licensing model and deployment scenarios.

Options B and D, OpenVMS and NetSuite respectively, are not typically offered as standalone, dedicated publisher packs within ServiceNow SAM. While ServiceNow can manage software from these vendors, the depth of pre-configured content, reports, and workflows is less than for vendors like SAP, Citrix, Oracle, and IBM which warrant a fully fledged publisher pack due to complexity and scope.These are commonly implemented vendor packs.

Further research can be conducted on the ServiceNow documentation website by searching for "ServiceNow

SAM Publisher Packs" or by looking through the official ServiceNow documentation for each of the specific listed publishers.

Question: 20

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

Answer: E

Explanation:

The correct answer is E, Software reclamation rule. Let's break down why. Software reclamation focuses on identifying and taking back software licenses that are underutilized, thereby reducing unnecessary software spending.

Software reclamation rules, specifically, define the criteria used to identify underutilized software. These criteria directly address the question's core elements:

Aggregation of usage over a period of time: Reclamation rules can look back at software usage over weeks or months to determine usage patterns.

Specification of a minimum number of hours the software must be used: A rule can specify that if a piece of software hasn't been used for a minimum number of hours within a defined period, it's flagged for reclamation.

Date last used: Reclamation rules often consider the last time a software application was accessed. If the last use date is beyond a certain threshold, it can trigger reclamation.

Options A, B, C, and D are incorrect because they don't directly address all the criteria mentioned in the question related to reclaiming underutilized software based on aggregated usage and last-used date.

Software usage metering: Tracks software usage but does not initiate reclamation on its own. It's merely a data collection tool.

Software reconciliation rule: Aligns installed software with purchased licenses, not determining underutilization.

Software reclamation type: Defines the method of reclamation (e.g., automated uninstall, notification), not the criteria for identifying underutilization.

Software consumption rule: Controls how software is consumed, not reclaimed after low usage.

Therefore, the Software reclamation rule is the only option that encapsulates the aggregation of usage over time, minimum usage hours, and date last used, all of which are central to identifying underutilized software for reclamation.

Authoritative Links:

ServiceNow Documentation on Software Asset Management: (https://docs.servicenow.com/bundle/utopia-it-asset-management/page/product/software-asset-management2/concept/software-asset-management-

classic.html)
ServiceNow Community Forums on Software Reclamation: (https://community.servicenow.com/) (Search for "Software Reclamation Rule")

Question: 21

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

Answer: C

Explanation:

The correct answer is C, sam_admin. Here's why:

The ServiceNow sam_admin role is specifically designed for users responsible for administering and configuring the Software Asset Management (SAM) application. Activation of plugins often involves configuration and setup tasks that directly fall under the purview of a SAM administrator.

While sys_admin (D) has broad administrative privileges, it is not the role primarily responsible for SAM configuration. asset_admin (B) typically handles hardware asset management, which is related to but distinct from software asset management. sam_user (A) is generally for users who consume SAM data and perform basic SAM tasks, not administrative activities like verifying plugin activation.

Plugin activation in ServiceNow can impact the SAM module's functionalities. Therefore, the sam_admin role should verify the plugins related to SAM are properly activated and configured. This verification is necessary to ensure data integrity, proper license compliance reporting, and accurate software usage tracking, all core responsibilities of a SAM admin. Specifically, after ServiceNow support activates a SAM plugin, the sam_admin needs to confirm that the data models, scheduled jobs, and other components activated with the plugin function as intended. This validation process aligns with the principles of role-based access control (RBAC), where users are granted privileges based on their job functions. The sam_admin role inherently requires knowledge of SAM processes and configurations; therefore, granting them the responsibility of validating the plugin activation provides accountability and reduces the risk of misconfiguration.

For more details on ServiceNow roles and Software Asset Management:

ServiceNow Product Documentation: Search for "ServiceNow Software Asset Management roles" within the ServiceNow documentation portal.
ServiceNow Community Forums: Utilize the ServiceNow community forums to search and review discussions on SAM and user roles.

Question: 22

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

Answer: BC

Explanation:

The correct answer is **B. Microsoft SCCM Software Usage plugin and C. Microsoft SCCM Integration plugin.**

Here's why:

To automatically populate software usage records in ServiceNow SAM from Microsoft SCCM, you need plugins that facilitate communication and data transfer between the two systems. The **Microsoft SCCM Integration plugin** is fundamental because it establishes the connection between your ServiceNow instance and your SCCM instance. This plugin handles the base integration, allowing ServiceNow to access data from SCCM. Think of it as the foundation upon which other functionalities are built.

Once the integration is established, the **Microsoft SCCM Software Usage plugin** becomes crucial for specifically pulling software usage data. This plugin is designed to extract information about which software is being used on different devices managed by SCCM. It takes the data available through the SCCM integration and transforms it into a usable format for ServiceNow SAM to create software usage records.

> Without this plugin, the base SCCM integration would provide data related to hardware and software inventory but would not specifically tailor the extraction to software usage metrics needed for SAM.

Option A, Microsoft Publisher Pack plugin, is irrelevant, as SCCM integration covers the needed Publisher data. Option D, Performance Analytics Premium for Software Asset Management plugin, is used for advanced reporting and analysis of SAM data, not for data population. Option E, Orchestration-Client Software Distribution plugin, is focused on automating software distribution, not SAM data population. Therefore, the correct combination facilitates initial SCCM integration and subsequent software usage data extraction.

Supporting Documentation:

ServiceNow Docs - Software Asset Management:https://docs.servicenow.com/bundle/tokyo-it-asset-management/page/product/software-asset-management2/concept/c_SoftwareAssetManagement.html (general overview of SAM)

ServiceNow Docs - SCCM Integration: (While a direct link to the specific SCCM plugin documentation is dynamic and depends on your ServiceNow version, search for "SCCM integration" within your ServiceNow instance's documentation or on the ServiceNow Docs website (https://docs.servicenow.com) to find details on plugin activation and configuration). This resource will outline required plugins to properly utilize integration functionalities.

Question: 23

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

Answer: BC

Explanation:

The correct answer is B and C. Let's break down why:

B. After a Create allocation remediation option has been taken: When a software asset manager takes a "Create allocation" remediation action, it signifies a conscious decision to assign a software entitlement to a specific device or user. This action directly triggers the creation of an allocation record in ServiceNow SAM, representing that assigned right. This helps in actively tracking and managing the use of software licenses.

C. After reconciliation runs and identifies that rights are 'Not allocated in use': The software reconciliation process in ServiceNow SAM is designed to compare installed software with available entitlements. If reconciliation identifies entitlements that are not currently associated with any software installations (i.e., "Not allocated in use"), the system can automatically generate allocations to optimize license utilization. This ensures that available licenses are used where possible before new licenses are acquired. The system might create allocation records if configured to automatically allocate in these scenarios to maximize license usage and minimize costs.

Options A, D, and E are not correct because:

A. After receiving the rights for software from a purchase order: Receiving software rights through a purchase order initially updates the entitlement records. It doesn't automatically create allocations. An allocation requires matching those rights to specific installations or users.

D. When a software installation is discovered: Discovering a software installation doesn't automatically create an allocation. The installation needs to be reconciled against existing entitlements to determine if an allocation is necessary.

E. After successfully sourcing a request via an existing entitlement: Sourcing a request via an existing entitlement uses up an entitlement, but this does not generate allocations as an allocation would already have to exist for an entitlement to be used to fulfill a request. Instead, the fulfillment of a request with an existing entitlement might decrement the available quantity of an allocation.

In summary, allocations are either manually created through remediation actions to allocate existing rights (B) or automatically generated by the system based on reconciliation results to better utilize existing entitlements and avoid under-licensing (C).

Authoritative Links:

ServiceNow Documentation - Software Asset Management:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/sam-license-reconciliation.html **ServiceNow Community:** (Search for "Software Asset Management Allocation") https://community.servicenow.com/

Question: 24

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

Answer: C

Explanation:

The correct answer is C: sam_admin / sys_admin. Here's the justification:

Refreshing processor definitions in ServiceNow SAM requires elevated privileges because it involves updating core data that directly impacts license calculations and compliance. These definitions are crucial for accurate software asset management.

The sam_admin role is specifically designed for users who need to perform administrative tasks related to Software Asset Management, including maintaining the integrity of crucial datasets like processor definitions. They manage SAM configurations and policies.

The sys_admin role, as the highest-level administrative role, inherently possesses the capabilities of all other roles, including the ability to refresh processor definitions. System Administrators have unrestricted access and control within the ServiceNow instance.

The sam_user role, while granted access to some SAM functions, generally focuses on day-to-day tasks and doesn't include the permissions needed to modify critical system data like processor definitions. Similarly, the asset_admin role primarily manages asset-related data but not necessarily the underlying licensing and processor definitions handled by SAM. Therefore, options A and B are incorrect. Option D is also incorrect because asset_admin does not have this ability. The combination of sam_admin and sys_admin provides the necessary permissions for maintaining accurate processor definitions and ensuring compliance with software licensing agreements.

Further research:

ServiceNow Product Documentation: https://docs.servicenow.com/ - Search for "Software Asset Management Roles" and "Processor Definitions".
ServiceNow Community Forums: https://community.servicenow.com/ - Search for threads related to SAM roles and processor definition updates. While content varies, insights can be found on specific implementations and requirements.

Question: 25

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

Answer: BEF

Explanation:

The correct answer is B (Software Product), E (Product Process), and F (Reclamation Rule). Let's break down why these are essential when importing usage data from SCCM into ServiceNow Software Asset Management (SAM):

Software Product (B): This is fundamental because the usage data being imported from SCCM needs to be associated with a specific, defined software product within ServiceNow SAM. Without a defined Software Product, ServiceNow wouldn't know what software the usage data pertains to, making the data meaningless.
The Software Product record links the physical software installation (tracked by SCCM) to a normalized product definition for license management.
Product Process (E): This helps define the process used to determine which applications are eligible for

reclamation. It specifies thresholds and logic regarding usage patterns (e.g., "hasn't been used in 90 days"). It facilitates the decision-making process for reclaiming underutilized software licenses, based on the imported SCCM data. Without the process, data imported does not achieve business value without defining steps related to the application usage.

Reclamation Rule (F): This rule defines the actions to take when software is identified as a reclamation candidate based on data and the product process. It outlines how to communicate with the user, uninstall the software (either automatically or manually), and update the ServiceNow CMDB and entitlement positions. Reclamation rules are based on the information provided by usage data and the process setup and act upon that data to create remediation tasks.

Options A, C, and D are not required, but may be used.

Reclamation Candidate (A): A reclamation candidate is not required to import the usage data; rather it is a result of the import.

SCCM Application (C): While SCCM Applications exist within SCCM and contain the raw data, the connection/integration between SCCM and ServiceNow relies on transforming that raw data into usable metrics. This information is not necessary in ServiceNow.

Software Models (D): Software Models are used for license management, specifically to define licensing metrics and link entitlements to software products. While related to SAM, they are not directly required to ingest the raw usage data.

In summary, the Software Product provides the context for the usage data, the Product Process defines how the usage is classified, and the Reclamation Rule dictates the action taken based on low usage identified using the process.

Question: 26

Software usage data can be imported utilizing:

A.Transform Map

B.Other Third Party Sources

C.System Center Configuration Manager (SCCM)

D.Manually

Answer: C

Explanation:

The correct answer is C: System Center Configuration Manager (SCCM). Here's why:

Software Asset Management (SAM) relies on accurate software usage data to effectively manage licenses, optimize spending, and maintain compliance. ServiceNow's SAM module integrates with various data sources to gather this information. SCCM is a widely used software deployment, inventory, and configuration management system from Microsoft. This direct integration allows ServiceNow to ingest software installation and usage data directly from SCCM, providing a comprehensive view of software deployments within an organization.

While options A and B are related to data import, they are not the primary method to import software usage data. Transform Maps (A) are a general-purpose tool for data import but would require extensive configuration to extract software usage from SCCM data directly. Third-party sources (B) are vague; while technically possible, SCCM is a specific and readily-supported source. Manually (D) entering data is impractical for large organizations with complex software deployments. SCCM provides a structured, automated flow of software-related data to the ServiceNow SAM platform.

Therefore, SCCM offers a standardized and automated way to populate the ServiceNow SAM module with essential software inventory and usage data, simplifying the process of managing software assets.

Authoritative Links:

ServiceNow Docs on SCCM Integration: (Search ServiceNow Docs using keywords such as "ServiceNow SAM SCCM integration" for the most up-to-date documentation on configuring and using the integration)

Question: 27

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.

Answer: E

Explanation:

The statement that is incorrect regarding on-premise import and export of Content Service data is "You must opt-in to the SAM Content Service through the Content Service setup page."

Here's why:

The SAM Content Service and on-premise content management are distinct concepts. On-premise content management provides a way to manage software library data within your ServiceNow instance, particularly useful when you can't directly access the ServiceNow Content Service due to security or network restrictions. This allows for importing and exporting of content.

The SAM Content Service, in contrast, is a cloud-based service provided by ServiceNow that automatically updates your software library with the latest product definitions, lifecycle dates, and normalization rules.

When using on-premise content management, you effectively bypass automatic updates from the SAM Content Service by managing data directly. The plugin "Manage On-Premise Library (com.sn_samp_on_prem)" is the controlling factor here and defaults as opted-in.

Therefore, the statement that you must opt-in to the SAM Content Service when using on-premise import/export is misleading. The very nature of on-premise content management is to avoid direct dependence on and communication with the cloud-based SAM Content Service for automatic updates. You're essentially taking manual control of your software library data.

Other statements are correct: On-premise instances do not receive automatic Software Library updates. The "Manage Software Library" module serves as the entry point for import/export. Normalization content is part of the export. The "Manage On-Premise Library (com.sn_samp_on_prem)" plugin defaults as opted-in.

Authoritative links:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Software Asset Management" and "On-premise library")

Question: 28

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

Answer: A

Explanation:

The correct answer is **A. Reject**. Here's a detailed justification:

When importing data into ServiceNow, particularly for Software Asset Management (SAM) processes, you often encounter scenarios where the incoming data might contain values that don't currently exist in your ServiceNow instance. The ServiceNow Import Set functionality provides various options to handle such cases.

Reject: This option is specifically designed to prevent the creation of new records when a value in the imported data doesn't match an existing record in the target table. The import process will essentially skip that row, rejecting the import of that particular record. This is ideal when you want to maintain the integrity of your existing data and avoid creating inaccurate or unwanted records.

Create: This option, as the name suggests, instructs ServiceNow to create a new record in the target table if a matching record isn't found during the import process. This can be useful in scenarios where you're adding new software assets or other related data.

Delete: This option is used to delete records that match the import data from the target table. This option is inappropriate since we are trying to prevent the creation of a new record and not deleting an existing one.

Ignore: This option allows the import process to proceed without taking any action when a matching record is not found. The import process will proceed to the next row. The row with the missing value will be discarded, but other valid rows will be imported.

In the context of Software Asset Management, rejecting the import of unknown values can be crucial for maintaining accurate software license compliance and preventing data pollution. You want to avoid creating software records or user records that are not actually used in the organization.

Therefore, if the requirement is to prevent the creation of new records when a value from an import doesn't exist in ServiceNow, the **Reject** option is the most appropriate and ensures data integrity within the SAM module.

Authoritative links:

ServiceNow Import Sets: https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/data-import/concept/c_ImportSets.html

Question: 29

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

Answer: D

Question: 30

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

Answer: C

Explanation:

The correct answer is C: Ensure you have downloaded and used the latest version of the template file.

Here's a detailed justification:

When importing data into ServiceNow, especially for complex processes like Software Asset Management (SAM) entitlement data, using the most up-to-date template is crucial. ServiceNow regularly updates its templates to reflect changes in the data model, validation rules, and supported features within the SAM module. Failing to use the latest version can lead to import errors, data inconsistencies, and ultimately, inaccurate software asset information.

Older templates may lack necessary fields required by the current ServiceNow SAM implementation, or they might contain deprecated fields that cause issues during the import process. Using the latest template guarantees compatibility with the ServiceNow instance's current configuration and minimizes the risk of data integrity problems. This directly impacts the accuracy of your SAM data, which is essential for compliance, cost optimization, and informed decision-making.

Options A, B, and D, while important for the overall import process, are not the first key step. While filling out the template completely (A) is essential, using an outdated template makes even perfectly filled-out information potentially problematic. Similarly, while ensuring the data is on the correct tab (B) is necessary, it doesn't prevent compatibility issues caused by an outdated template. Accessing the SAM user role (D) enables the task, but the user role becomes useful only with the updated template. The order of operations matter.

Therefore, the priority is ensuring you are using the latest template, as this establishes the foundation for a successful and accurate data import.

Here are authoritative links for further research on ServiceNow SAM and data import best practices:

ServiceNow Documentation: Search for "Software Asset Management import" on the ServiceNow documentation portal (https://docs.servicenow.com/). This portal provides comprehensive information about the latest import processes, including template information.
ServiceNow Community Forums: Search for "SAM entitlement import issues" on the ServiceNow Community forums (https://community.servicenow.com/). These forums often contain discussions and solutions to common import problems, including template-related issues.

Question: 31

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

Question: 32

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

A.True
B.False

Answer: B

Explanation:

The statement "The Software Asset Management Content Service is automatically enabled and cannot be opted out" is **False**.

The Software Asset Management Content Service in ServiceNow is an optional service, not a mandatory one that's automatically enabled for all instances. While highly recommended for accurate software discovery and reconciliation, its activation and usage are controlled by the ServiceNow administrator. The admin can choose whether or not to enable the Content Service based on their organization's needs, data privacy considerations, or specific integration requirements.

The Content Service delivers signature files (used for software recognition), product definitions, and license metrics to the ServiceNow instance, enhancing SAM capabilities. However, its enablement requires explicit action, such as subscribing through the ServiceNow Store or enabling specific features within the Software Asset Management application. This allows organizations to maintain control over data flow and service dependencies. While the service brings value by providing regularly updated content that improves SAM accuracy and automation, it's not forced upon any user.

The control over enabling and disabling the SAM Content Service aligns with standard cloud computing practices where customers typically have the ability to manage and configure services to fit their unique environment and security policies.

Supporting References:

ServiceNow Documentation (search for "Software Asset Management Content Service"): https://docs.servicenow.com/
ServiceNow Store listings (search for "Software Asset Management"): https://store.servicenow.com/

Question: 33

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

Answer: A

Explanation:

The correct answer is **A. samp_sw_package**. Here's why:

The ServiceNow Software Asset Management (SAM) module relies on a content service to provide up-to-date information about software products, publishers, and versions. When this content service is synchronized with your ServiceNow instance, the software installation data is loaded and stored in specific tables. The samp_sw_package table is specifically designed to hold details about software packages identified from the content service.

This table acts as a repository for information such as the software name, version, publisher, and other relevant attributes gathered from the content service's extensive library. This information is then used to reconcile discovered software installations with licensed entitlements, calculate compliance positions, and manage software assets effectively. The content service updates the samp_sw_package table with the most recent software information, helping to maintain an accurate inventory of software assets and aiding in software license optimization.

Option B (cmdb_sw_product_model) is used for software models defined within the CMDB. Option C (sam_content_library) doesn't exist as a standard ServiceNow table related to populated content from the content service. Option D (cmdb_ci_spkg) stores configuration items representing software packages, but doesn't directly hold content library data.

The primary goal is to link software installations discovered on your network to the information provided by the content service. The samp_sw_package table acts as this link, providing the necessary data for efficient software asset management. The SAM module uses the data in samp_sw_package to normalize software titles, map software to the CMDB, and automate reconciliation processes.

Therefore, samp_sw_package is the most appropriate answer because it's the dedicated table that contains the content library data pulled from the content service.

Question: 34

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

Answer: C

Explanation:

The correct answer is C. Publisher Part Number (PPN).

Here's why: During an entitlement import in ServiceNow's Software Asset Management (SAM) module, the Publisher Part Number (PPN) plays a crucial role in automatically creating a software model. The PPN acts as

a unique identifier supplied by the software publisher. ServiceNow's Content Service Library (CSL) maintains a vast database of software information, including PPNs, associated software models, and normalization data.

When an entitlement record containing a PPN is imported, ServiceNow's SAM system attempts to match the PPN against the entries in the CSL. If a match is found, the system can automatically create or update a software model based on the information associated with that PPN in the CSL. This automation significantly reduces the manual effort required to create software models and ensures data accuracy by leveraging the standardized information in the CSL.

Purchase Order (PO) information is related to the procurement aspect but is not directly used to create a software model. A specific Software Model might exist independently, but the import process aims to link entitlements to pre-existing or automatically generated models. Asset Tags are used for tracking physical or digital assets but don't directly correlate to the automatic creation of software models via entitlement import. The PPN provides a direct link to the software definition that can be used to instantiate a model.

Therefore, the PPN acts as the crucial bridge, linking entitlement data to the CSL, and enabling the automatic creation of software models during an entitlement import in ServiceNow SAM. This leverages the CSL's normalized data to drive accuracy and efficiency.

Relevant documentation:

ServiceNow Documentation - Content Service for Software Asset Management: This document details how the Content Service Library works and how it supports normalization. While a direct URL may change, search ServiceNow docs for "Content Service for Software Asset Management."
ServiceNow Documentation - Software Asset Management: Search ServiceNow docs for "Software Asset Management" to understand the entitlement import process.

Question: 35

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

Answer: BC

Explanation:

The correct answer is **B. Scheduled job and C. Business rule.**

Here's the justification:

Software normalization in ServiceNow involves standardizing the discovered software data (often from Discovery or SCCM) with the Software Asset Management (SAM) Content Service data. This standardization makes the data usable for license management, reporting, and compliance. To normalize Software Discovery Models, a combination of automated processes and real-time reactions is utilized.

Scheduled Job: Normalization typically involves periodic checks and updates. A scheduled job can be configured to run at regular intervals to identify new or changed software discovery models and trigger the normalization process. This ensures that the data is kept up-to-date without manual intervention. For example, a job might run nightly to sync discovered software with the SAM Content Service. This

asynchronous processing allows for bulk operations.

Business Rule: Business rules can be configured to trigger normalization when a new software discovery model is created or an existing one is modified. This allows for real-time normalization, ensuring that changes are immediately reflected in the normalized data. These rules can react to the 'insert' or 'update' actions of the cmdb_software_instance table (where discovered software is stored). When a match is found, the business rule can update the necessary fields to reflect the normalized data.

Why other options are not ideal:

A. Fix script: While a fix script could be used for a one-time normalization activity or to correct specific issues, it's not a sustainable solution for continuous normalization. Fix scripts are typically executed manually or as part of a specific maintenance task.

D. Integration: While integrations with external data sources (like the SAM Content Service) provide the normalized data, they don't directly normalize the software discovery models. The integration provides the source of truth, but the application of that truth happens through scheduled jobs and business rules. **E. Workflow:** While a workflow could be initiated, it's overkill for the core normalization process. Workflows are better suited for complex approvals or multi-step processes involving human intervention. Normalization is typically an automated process best handled by scheduled jobs and business rules.

In summary, Scheduled jobs perform periodic bulk normalization and Business rules trigger real-time normalization, making them the best mechanisms for the ongoing process of standardizing software discovery models in ServiceNow.

Here are a couple of links to the ServiceNow documentation for more information:

Software normalization
SAM Content Service

Question: 36

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.

Answer: C

Explanation:

The correct answer is C: A discovery model was normalized based on publisher and product fields only. Here's why:

Normalization in ServiceNow SAM (Software Asset Management) aims to accurately identify and classify discovered software installations to manage licenses effectively. This involves matching discovered data to entries in the Content Library. Normalization status reflects how thoroughly this matching process was performed.

Option A is incorrect because normalization typically considers more than just the publisher. Simply using the publisher field provides a very broad match and is not sufficient for accurate software identification.

Option B describes a state where normalization is pending, not partially complete. A model that hasn't been normalized yet is not considered partially normalized.

Option D is incorrect because normalization using publisher, product, and version fields typically represents a fully normalized state, offering a high degree of accuracy in software identification. It is not considered to be "partial".

Option C, normalization based on publisher and product, represents a middle ground. The system has identified the software publisher and the product name, but it lacks specific version information. This state is therefore deemed partially normalized. While it's better than only having the publisher (A), it's less accurate than having all three (D). The SAM system can still manage software assets but might require further refinement or manual intervention due to the lack of version specifics. Partial normalization aids in initial grouping and cost allocation but requires monitoring for potential discrepancies.

Further research can be conducted on ServiceNow's official documentation:

ServiceNow Documentation (Search for "Software Asset Management normalization")

These resources offer comprehensive information on ServiceNow SAM normalization processes.

Question: 37

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

Answer: D

Explanation:

The correct answer is **D. Discovery Model Normalization**. Here's why:

Software Asset Management (SAM) in ServiceNow relies heavily on accurate normalization of discovered software installations. Normalization involves standardizing the names and versions of software products detected in your environment, allowing for accurate license reconciliation and compliance reporting.

The "Discovery Model Normalization" scheduled job specifically addresses this crucial aspect. It runs daily (by default) to process newly discovered software installations and map them to the Software Product Library (SPL). This process ensures that software installations are correctly identified and associated with the appropriate software models.

While the other options might seem relevant at first glance, they don't directly target the daily normalization process crucial for keeping software models up-to-date based on discovery data. Option A, "Create a Software Normalization," sounds like a one-time task or a manual process. Option B, "Software Installation Normalization," is a more general description, and "Discovery Model Normalization" is the specific job name. Option C, "Software Model Cleanup," likely focuses on cleaning up existing software models, not the initial normalization of discovered installations.

The daily "Discovery Model Normalization" job ensures that as new software installations are discovered by ServiceNow's Discovery tool, they are promptly normalized against the SPL. This is a core function for maintaining the accuracy and integrity of the SAM module. By normalizing daily, the system reduces the number of manually created Software Models, saving time and effort.

Further research on this topic can be found in the ServiceNow documentation:

ServiceNow Product Documentation: Search within the ServiceNow documentation portal for "Discovery Model Normalization" or "Software Asset Management normalization" to find details about the job, its configuration, and its impact on SAM.

ServiceNow Community Forums: Explore the ServiceNow community forums to find discussions about the Discovery Model Normalization job and its usage in real-world scenarios.

Question: 38

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:

The correct answer is A: "One or more use rights assigned to a specific device or user." This accurately defines Software Allocation within the context of ServiceNow's Software Asset Management (SAM). Software allocation is the act of granting a user or device the right to use a specific software title based on available licenses and compliance requirements.

Here's a detailed breakdown:

Use Rights: Software allocation deals directly with use rights. These rights dictate how, where, and by whom a software license can be used.

Specific Device or User: Allocation ties these use rights to a specific entity, either a user (named user license) or a device (device-based license). This is crucial for tracking license consumption and ensuring compliance.

License Management Foundation: Allocation forms a fundamental component of effective license management. By tracking which software is allocated to whom or what, organizations can optimize license usage, avoid overspending, and remain compliant with software vendor agreements.

Avoiding License Violations: Without proper allocation tracking, organizations risk violating licensing terms, leading to hefty fines and legal repercussions.

Compliance: Software allocation is essential for maintaining compliance as it provides an audit trail showing which licenses are in use and by whom.

SAM Tool's Purpose: SAM tools like ServiceNow are designed to automate and streamline the allocation process. They enable organizations to efficiently distribute software licenses and monitor their usage.

Understanding License Types: Allocation practices vary based on the type of software license (e.g., concurrent, per-core, enterprise agreement).

Not Normalization or Discovery: Options C and D represent different stages within SAM. Normalization ensures consistency in software identification, while discovery identifies software installations. Neither directly defines the act of allocating use rights.

Beyond Acquisition: Option B, "Something acquired with use rights," is too broad. While acquiring software is necessary, allocation is about distributing the right to use the acquired software.

Authoritative Links for further research:

ServiceNow Documentation: ServiceNow maintains comprehensive documentation on its SAM module, including definitions of key terms and processes. (Available to ServiceNow customers and partners) **ITIL 4:** ITIL 4's IT Asset Management practices touch on key aspects of software asset management and allocation within an IT service lifecycle. (https://www.axelos.com/)

SAM Best Practices (Industry Resources): Search for articles and whitepapers on Software Asset Management (SAM) best practices from IT industry analysts and consulting firms. (e.g., Gartner, Flexera, Deloitte).

Question: 39

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

Answer: A

Explanation:

The correct answer is A (Nightly). The normalization process in ServiceNow Software Asset Management (SAM) aims to standardize manufacturer and product names, enabling accurate license reconciliation and reporting. This standardization is primarily handled by the scheduled job "SAM - Normalize discovered products".

The "SAM - Normalize discovered products" scheduled job runs nightly to normalize discovered software models that have not already been normalized. This ensures continuous processing of new data and keeps the software asset data clean and usable for SAM processes. Options B, C, D, and E are incorrect because they describe less frequent or event-driven normalization schedules, or include incorrect distinctions about the types of normalization runs that exist. While new discovery models will trigger normalization through identification and reconciliation rules, the scheduled job ensures completeness and regular processing, rather than relying solely on discovery events. A nightly schedule is critical for ensuring software models are normalized in a timely fashion.Authoritative link: Not publicly available but would typically be found in ServiceNow official documentation related to Software Asset Management and normalization scheduled jobs. See the ServiceNow product documentation portal (requires login).

Question: 40

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:

The correct answer is A: Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard. Here's why:

Normalization and Content Service Dashboard is the central place in ServiceNow to monitor the health and status of content downloads and normalization processes. It specifically provides information on the Central Data Service (CDS) downloads, which are crucial for accurate software asset management. The 'Last updated' date for CDS Download Status jobs directly indicates when the latest content from the ServiceNow Software Content Library was successfully processed. This is critical because the ServiceNow Software Content Library provides up-to-date information about software products, versions, publishers, and normalization rules, which are necessary to fully normalize discovery models.

Option B is incorrect because the business rule "Create a Software Normalization Download" is an automated process that triggers the download based on a schedule. While useful, it doesn't provide a direct status of whether the download has completed and been processed.

Option C is also incorrect. While you could potentially use the "Software Content Library Download" (samp_cds_download) job's schedule and history to check for completion, this requires manually tracking job executions and is less efficient than using the dashboard which provides consolidated status information. The dashboard is specifically designed to present download status and potential issues.

Option D, reviewing the record count in the samp_product_map table, is a very indirect and unreliable way to check for content download completion. The number of records can vary based on several factors and doesn't definitively confirm the successful integration of the latest content. Moreover, simply having records does not guarantee proper normalization based on the most recent definitions in the ServiceNow Software Content Library.

In summary, monitoring the Central Data Service Download Status jobs on the Normalization and Content Service dashboard gives the most direct and reliable indication of whether the content library downloads have completed and if the latest normalization data is available. Using this dashboard provides the most efficient means to determine if your Discovery models can be fully normalized.

Authoritative link for further research:

ServiceNow Docs: https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management2/concept/sam-normalization-content-service.html

Question: 41

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

Answer: B

Explanation:

The correct answer is **B. Software Model**. Here's why:

The Downgrade Rights table in ServiceNow SAM Pro leverages existing Software Models to manage allowed downgrades. When populating the Downgrade Rights table, the system needs a Software Model to associate the downgrade right with. If a Discovery Map identifies a software version for which no Software Model exists,

the system automatically creates one to ensure the downgrade right can be properly managed and tracked within the Software Asset Management system.

Option A, Software Discovery Model, is incorrect because this isn't a standard record type used for managing downgrade rights. Discovery Models are primarily related to the identification of software installations.

Option C, Software Downgrade Model, is also incorrect. There is no such thing as a dedicated 'Software Downgrade Model'. Downgrade rights are linked to a standard Software Model via the Downgrade Rights table.

Option D, Software Install Model, is not a valid record type within ServiceNow SAM Pro. The system uses Software Models to represent software products and track their usage and license compliance.

The creation of a Software Model in this scenario ensures that there is a central record to manage the software product's license entitlements, including downgrade rights. This approach helps maintain data integrity and allows for efficient tracking of software usage and compliance. Without a Software Model, managing the downgrade rights would be difficult and inconsistent.

Further resources on Software Asset Management and Software Models in ServiceNow can be found at the following links:

ServiceNow Documentation - Software Asset Management
ServiceNow Documentation - Software Models

Question: 42

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

Answer: E

Explanation:

The correct answer is cmbd_sam_sw_install (option E) because it represents the table where ServiceNow's Software Asset Management (SAM) module stores discovered software installations. When software is discovered on a device, information about that installation is recorded in this table. This table forms the foundation for reconciliation, license compliance, and software usage analysis within SAM.

Options A, B, C, and D are not the correct destination for initially discovered software installation data. cmdb_sam_sw_reconcile (A) is involved in the reconciliation process after installations are discovered, not during the initial discovery. cmbd_sam_sw_discover (B) isn't a standard table in ServiceNow SAM. cmbd_sam_sw_allocate (C) likely relates to software allocation or entitlement management, also occurring after discovery. cmdb_sam_sw_discovery_model (D) is involved in identifying patterns for discovery, not the storage of the discovered data itself. The cmbd_sam_sw_install table stores details such as the software name, version, installation path, and the device on which it's installed, providing a comprehensive view of the software landscape. The data then contributes to software normalization, license position calculations and overall SAM processes. The records in this table are subsequently used by other SAM modules for managing software assets efficiently.

For further research, refer to ServiceNow's official documentation on Software Asset Management, specifically regarding the discovery and normalization processes. This will provide detailed insights into the roles of various tables within the SAM module. While there isn't a single, direct link to this specific table's role in the ServiceNow documentation, understanding ServiceNow's overall SAM architecture will reinforce this explanation. Also consider the ServiceNow CIS-SAM exam blueprint as well as the study guides and exam preparation materials. Understanding the overall ServiceNow CMDB schema is also recommended.

Question: 43

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?

Answer: B

Explanation:

The correct answer is B: "What else can you tell me about yourself?". Here's a detailed justification:

The ServiceNow Discovery process is broken down into phases, and understanding each phase is crucial for correctly interpreting the question. The Exploration phase follows the Identification phase. The Identification phase essentially answers "Are you there?" and often relies on basic network probes (like pings) to find devices. Once a device is identified, the Exploration phase takes over.

Exploration aims to gather more detailed information about the discovered device. It leverages techniques like credential-based login (SNMP, SSH, WMI, etc.) to execute commands and queries on the device, retrieving configuration details, installed software, running processes, and other attributes. The goal is to understand the nature of the device beyond just its presence.

Option A ("Are you there? How will I classify you?") is partially correct, since it touches on identification, however it is not specifically focused on exploration. The question asked about the Exploration phase and this is not part of the Exploration phase, rather the Identification phase.

Option C ("Have I seen you before?") represents the Reconciliation phase. This phase cross-references discovered data with the CMDB to avoid creating duplicates and update existing records.

Option D ("How should I classify you specifically?") is more about the Classification and Mapping phases, after the device has been thoroughly explored and its attributes are known. This phase focuses on categorizing assets based on the gathered data.

Therefore, Exploration is the crucial part of the discovery process where ServiceNOW seeks to determine what the device is and does by collecting detailed information. This is precisely what Option B describes: the system attempts to extract as much information as possible about the target device after verifying its existence.

Authoritative Links:

ServiceNow Discovery Documentation: https://docs.servicenow.com/bundle/utah-it-operations-management/page/product/discovery/concept/c_Discovery.html
ServiceNow Discovery Phases:
https://developer.servicenow.com/dev.do#!/learn/courses/quebec/new_in_quebec/new_in_quebec_discovery/queb

Question: 44

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

Answer: B

Explanation:

The correct answer is B: Run the “Migrate software installations” script to copy records from the [cmdb_ci_spkg] table to the [cmdb_sam_sw_install] table.

Here's why:

When Discovery is active without SAM Professional, discovered software installations are stored in the [cmdb_ci_spkg] table. This table is the standard repository for discovered software before SAM Professional is enabled. SAM Professional uses the [cmdb_sam_sw_install] table to store software installations for license reconciliation and compliance purposes. The [cmdb_sam_sw_install] table contains fields and relationships that are specific to SAM functions.

Therefore, to make the existing discovery data available to SAM after installation, the data must be migrated from the generic [cmdb_ci_spkg] table to the SAM-specific [cmdb_sam_sw_install] table. ServiceNow provides a "Migrate software installations" script (or a similar mechanism) specifically for this purpose. This script handles the data transformation and migration from the source table to the destination table, ensuring that the relevant data is correctly mapped and formatted for SAM to use.

Option A is incorrect because directly converting table records in place is generally not recommended as it can lead to data integrity issues or loss of historical data that might be needed elsewhere. Options C and D are also incorrect because they are either not the correct script name or not a standard ServiceNow method.

Here is a link to ServiceNow documentation that validates that the migration must be performed after installing SAM: https://docs.servicenow.com/en-US/bundle/quebec-it-asset-management/page/product/software-asset-management/concept/sam-discovery.html

Question: 45

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

Answer: D

Explanation:

The correct answer is D. Exploration.

ServiceNow Discovery progresses through distinct phases to identify and classify IT infrastructure and applications. The Exploration phase is where Discovery actively gathers detailed information about a device after it's been initially identified. Specifically, during Exploration, Discovery probes the device using various sensors and probes, executing commands to determine the specific software installed and running. This includes retrieving process lists, examining registry entries (for Windows systems), or reading package management databases (for Linux systems) to enumerate installed software.

Classification focuses on categorizing the discovered device type and operating system. Identification is primarily about uniquely identifying the device on the network, often using identifiers like MAC addresses or serial numbers. The Port Scan phase precedes Exploration, focusing on determining which ports are open on a device to understand potential services it might be offering. Communication encompasses the overall communication between the MID Server and the target device.

Therefore, software identification is most directly associated with the Exploration phase where detailed data collection occurs to understand the device's configuration and software landscape. This detailed probing enables ServiceNow to populate the Software Installation records accurately within the CMDB.

Refer to the ServiceNow documentation for a deeper understanding of Discovery phases:

ServiceNow Discovery Overview: https://docs.servicenow.com/en-US/bundle/sandiego-it-operations-management/page/product/discovery/concept/c_Discovery.html
Discovery Phases: https://docs.servicenow.com/en-US/bundle/sandiego-it-operations-management/page/product/discovery/concept/discovery-phases.html

Question: 46

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

Answer: C

Explanation:

Here's a detailed justification for why the correct answer is **C. Software Discovery Model** when ServiceNow attempts to match a Software Installation record.

ServiceNow's Software Asset Management (SAM) module aims to manage and optimize software assets throughout their lifecycle. A key function within SAM is reconciliation, which involves matching discovered software installations to authorized software. When a Software Installation record is created, typically through discovery tools like the ServiceNow Discovery application, the system needs to determine what software the installation represents. This process is automated through several mechanisms.

The system's first point of reference is the Software Discovery Model. A Software Discovery Model (SDM) acts as a fingerprint or signature for identifying a specific piece of software. It contains rules and patterns based on executable names, file paths, versions, and other identifying characteristics. ServiceNow utilizes the

SDM to accurately identify installed software, even if the software lacks standardized naming conventions. This facilitates normalizing software data.

By matching an installation to an SDM, ServiceNow can determine the software's publisher, product, and version. The successful match is crucial for downstream SAM processes, like compliance calculations and license reconciliation. This ensures that the installations are linked to the correct software models, entitlements and ultimately, used in calculating license positions. If a match isn't found in the SDM, the system might rely on other identification methods or create an unmapped installation record which will require manual attention.

Options A, B, and D are incorrect because they come into play at later stages. Software Entitlements (A) define the rights to use a software, but they aren't used for initial identification. Software Models (B) represent a specific software product offering, but an SDM must first identify the software before it can be associated with a model. Application Models (D) are associated with applications, which might contain software but are not used for the direct identification of software installations during initial discovery. Therefore, Software Discovery Models are the linchpin of identifying installed software.

Authoritative links:

ServiceNow Docs - Software Discovery Models:https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/software-asset-management/concept/software-discovery-models.html **ServiceNow KB - Software Asset Management (SAM) Best Practice - Discovery of Installations:** This type of document is often found on the ServiceNow support site by searching the knowledge base for the title string. This KB details how discovery identifies and maps software installations.

Question: 47

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

Answer: C

Explanation:

The correct answer is **C. Exploration.**

Here's a detailed justification:

ServiceNow Discovery uses a multi-phase approach to comprehensively map and understand IT infrastructure. While all four phases contribute to identifying software, the "Exploration" phase is specifically designed to uncover detailed information about running software.

Scanning: Primarily detects devices on the network.
Classification: Categorizes devices based on basic characteristics.
Identification: Uses discovered attributes to determine the specific CI type and populate CI attributes.
Exploration: This phase probes identified devices to gather detailed information about them, including the software running on them. Discovery uses patterns, scripts, and commands tailored to specific operating systems and applications to determine what software processes are active. It can identify the software name, version, and installation path. This in-depth analysis allows for a complete view of the application landscape.
By querying running processes and services, Exploration phase helps discover installed software which is

crucial for Software Asset Management.

For authoritative information on ServiceNow Discovery phases, refer to the official ServiceNow documentation:

ServiceNow Docs - Discovery (General Overview)
ServiceNow Docs - Discovery Phases (Focuses on the phases)

The other options are incorrect because they occur before Exploration and do not have the specific function of identifying running software.

Question: 48

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

Answer: B

Explanation:

The statement is false because not just any discovery source can be used. While accurate software installation discovery is a prerequisite, the data also needs to be normalized, reconciled, and meet certain quality standards to be effectively used by ServiceNow SAM. The discovery source needs to provide data in a format compatible with the ServiceNow data model. Furthermore, the discovered data must contain sufficient information to accurately identify the software and link it to the relevant software product definitions within ServiceNow. If the discovered data lacks crucial identifiers (publisher, version, etc.) or if the discovery tool's data is inconsistent or unreliable, it cannot be directly ingested into ServiceNow SAM for license
reconciliation and management. Integrating poorly structured or incomplete data can lead to inaccurate license positions, compliance violations, and ultimately, incorrect financial decisions. ServiceNow requires validated data to correlate software installations with software licenses and entitlement records, and an arbitrary discovery tool might not facilitate this. The ServiceNow documentation outlines data normalization and reconciliation processes, highlighting the importance of data quality for effective SAM. The quality of software installation data significantly impacts SAM's effectiveness; inaccurate data from an arbitrary discovery source can lead to serious errors.

For more information, refer to ServiceNow documentation on data normalization and reconciliation processes for Software Asset Management:

ServiceNow Documentation (Search for "Software Asset Management data normalization" and "Software Asset Management reconciliation")

Question: 49

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.

Answer: B

Explanation:

The correct answer is B. Discovery models in ServiceNow's Software Asset Management (SAM) are automatically created during the discovery process. Here's why:

The ServiceNow Discovery application scans your network for hardware and software. When it finds software, it attempts to identify it. If Discovery can definitively identify the software, it creates a corresponding discovery model. This automatic creation of discovery models streamlines the initial population of your software catalog within SAM. Discovery automatically creates these models based on information gathered from observed installations during the discovery process, relating to product name, version, and publisher.

These models are then used during reconciliation and normalization, linking discovered installations to licensable software products. While they can be manually created, the primary mechanism for populating the software catalog in SAM relies on discovery. Options C, D, and E, although relevant to SAM processes, don't directly trigger the creation of discovery models. Enabling SAM plugin is a prerequisite to having discovery models work properly, but does not create the models on its own. Reconciliation and Normalization use Discovery Models, but don't create them.

For further information on how discovery models are created and utilized, refer to the official ServiceNow documentation:

ServiceNow Docs - Discovery
ServiceNow Docs - Software Asset Management

Question: 50

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

Answer: B

Explanation:

The correct answer is B, the SAM Manager. This is because the SAM Manager role, by definition, is specifically designed to oversee and execute the daily operational aspects of the Software Asset Management process within an organization.

The SAM Manager is responsible for tasks such as:

Data Quality: Ensuring the accuracy and completeness of software asset data.
Process Execution: Supervising and executing the SAM processes and procedures.
Compliance: Managing software licenses to ensure compliance with vendor agreements.
Optimization: Identifying opportunities to optimize software usage and reduce costs.
Reporting: Providing insights and reports on the software asset landscape.

While the SAM Process Owner is responsible for defining the overall SAM strategy and governance, the SAM

Manager handles the hands-on execution and maintenance of the SAM program. The ServiceNow administrator focuses on platform management and configuration. A SAM User typically interacts with the system for requesting software or reporting issues, and a SAM developer customizes the platform. Therefore, the SAM Manager is the most appropriately positioned persona to control the day-to-day SAM activities and assure software asset data quality.

Further Reading:

ServiceNow Documentation on SAM Roles:https://docs.servicenow.com/bundle/sandiego-it-asset-management/page/product/software-asset-management2/concept/sam-roles.html
Software Asset Management Best Practices:https://www.itassetmanagement.net/

Question: 51

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.

Answer: B

Explanation:

The best answer is B: Custom products should not be created for anything included in the content library.

Here's why: The ServiceNow Content Library for Software Asset Management (SAM) provides pre-defined product definitions, lifecycle rules, and other valuable data for commonly used software. The purpose of this library is to streamline the software asset management process by offering standardized information.
Creating custom products for items already in the content library duplicates effort, introduces potential inconsistencies, and can hinder the effectiveness of the library's standardization.

If a product is available in the Content Library, it should be leveraged directly. Making custom definitions of the same software will mean redundant data, difficulty in reporting, and difficulty in upgrades of the content library since any integration with the custom product will break. In addition, the discovery models of the ServiceNow platform will only work with content library product definitions. It is recommended to only create custom products for software that is not in the ServiceNow content library.

Option A is incorrect because tracking custom products in ServiceNow can be necessary for software not found in the Content Library. Option C is incorrect as custom products are not automatically created in the content library. Option D is incorrect as it directly contradicts the core principle of leveraging the Content Library for existing definitions. Prioritizing the content library is the most efficient method.

Consider the situation where Microsoft Office is already in the Content Library, and an organization creates a custom product for it. This creates two entries for essentially the same software, leading to confusion when reconciling software usage with license entitlements. It also increases administrative overhead in ServiceNow, and creates issues with the discovery model, and other important features.

Supporting Documentation:

ServiceNow Product Documentation: https://docs.servicenow.com/ (Search for "Software Asset Management" and "Content Library") This is the official ServiceNow documentation.

Question: 52

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

Answer: B

Explanation:

The correct answer is **B. False**.

Modifying core ServiceNow platform components like script includes and business rules, especially those underpinning critical functionalities like Software Asset Management (SAM) reconciliation, is strongly discouraged and considered a bad practice. This is because:

1. **Upgrade Issues:** ServiceNow regularly releases platform upgrades. Modifications to base system code can lead to upgrade conflicts, requiring significant effort to resolve and potentially breaking the customized functionality. Upgrades aim to improve performance, introduce new features, and fix security vulnerabilities; modifying core components effectively locks the system into a specific, customized version and prevents seamless upgrades, increasing technical debt.

2. **Supportability:** ServiceNow support may be limited or unavailable for customized areas. If a problem arises in modified code, ServiceNow's standard support channels may be unable to assist because the code deviates from the standard system behavior. Troubleshooting becomes significantly more complex and time-consuming.

3. **Stability and Performance:** Changes to core functionalities can have unintended consequences on other parts of the platform. Poorly implemented customizations can degrade performance and create system instability impacting various processes. Core reconciliation logic is highly optimized for performance. Changes can negatively impact this optimization.

4. **Best Practices:** ServiceNow provides extension points and configuration options specifically designed to allow tailoring the platform to business needs without directly modifying base system code. Examples include configuration options within the SAM module, using custom metric definitions, leveraging transform maps for data normalization, and using flow designer for custom automation.

5. **Maintainability:** Customized code becomes difficult to maintain over time, especially when team members change. Understanding and debugging custom scripts written by others can be challenging. The lack of standardized approach further complicates maintainability.

6. **Compliance and Audit Issues:** In highly regulated environments, modifications to core SAM functionality can impact compliance. Modifying how licenses are calculated could lead to under-licensing and potential penalties.

Instead of directly altering core scripts, best practices for customizing SAM reconciliation involve leveraging provided extension points:

Create Custom Metric Definitions: Tailor compliance calculations by defining custom software metrics and relationships within the SAM module.

Use Transform Maps for Data Normalization: Ensure accurate data input by configuring transform maps to map imported data from discovery sources to the correct CMDB fields.

Leverage Flow Designer: Automate workflows based on reconciliation results using Flow Designer to create custom approval processes, notifications, or remediation tasks.

Configure Reconciliation Rules: Utilize the available configuration settings in the reconciliation rule sets to modify behavior without altering core scripts.

By following these best practices, customers can achieve their specific business requirements while maintaining a supportable, stable, and upgradeable ServiceNow instance. The SAM module is designed to be configurable and flexible, negating the need to change base system behavior.

Relevant links:

ServiceNow Documentation - Understanding Reconciliation
ServiceNow Community - Best Practices for Customization

Question: 53

By default, which ServiceNow role can view reconciliation results?

A.sam_reconcile_user
B.sam_user
C.sam_viewer
D.sam_cmdb_user

Answer: B

Explanation:

The correct answer is B, sam_user. This role is specifically designed to provide users with the ability to interact with and manage Software Asset Management functionalities within ServiceNow, including viewing reconciliation results. While other roles have different purposes, sam_user is the most appropriate role for viewing reconciliation data as a fundamental aspect of software asset management.

sam_viewer (C) grants read-only access to SAM data, but it might restrict advanced actions or detailed views within reconciliation features beyond just high-level summaries. sam_cmdb_user (D) is related to Configuration Management Database operations within SAM, and while CMDB data is integral to reconciliation, this role does not intrinsically grant access to directly view reconciliation results. sam_reconcile_user (A), although seemingly relevant, is not a standard ServiceNow role name. A custom role with such a name could be created, but by default, it doesn't exist. The sam_user role is sufficient for most day-to-day activities involving Software Asset Management, including viewing reconciliation reports.
Reconciliation is at the heart of managing and optimizing software assets, making the sam_user role the primary role to provide access. Users with the sam_user role can typically access reconciliation dashboards, view reconciliation rules, and analyze the output of the reconciliation process. Therefore, enabling visibility of reconciliation results aligns directly with the purpose and scope of the sam_user role in the ServiceNow platform.

For further reading on ServiceNow roles related to Software Asset Management, refer to the official ServiceNow documentation, which provides detailed information on the access and permissions associated with different roles:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management/concept/sam-roles.html

Question: 54

The process of determining compliance by comparing software rights owned with normalized software installations discovered is _____ .

A.Discovery
B.Allocation
C.Normalization
D.Reconciliation

Answer: D

Explanation:

The correct answer is **D. Reconciliation**.

Reconciliation in Software Asset Management (SAM) is the crucial process of comparing your organization's software entitlements (licenses, subscriptions, etc.) with the actual software installations discovered across your environment. This comparison aims to determine whether the organization is compliant with its software licenses. It identifies areas of under-licensing (where you are using more software than you have licenses for) and over-licensing (where you have purchased more licenses than you are actively using).

Normalization, while important for the reconciliation process, is a separate step. Normalization ensures that discovered software installations are correctly identified and categorized, creating a consistent and understandable view of the software landscape. It standardizes publisher, product, and version information.
Discovery is the process of identifying and cataloging software installations across the IT environment.
Allocation typically refers to assigning software costs or licenses to specific departments or users.

Therefore, reconciliation is the step that directly compares the normalized installation data with owned software rights to determine compliance status, making it the most accurate answer. By knowing what software is installed, how much you should be using and what your licensing terms allow you to be using, reconciliation identifies your compliance position.

Further reading:

ServiceNow SAM Implementation Guide: (Consult the official ServiceNow documentation, but a specific direct link for this precise definition is not readily available publicly).
ITIL 4 practices guide on SAM.

Question: 55

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

Answer: B

Explanation:

The correct answer is **B. True-up cost.**

Here's a detailed justification:

In ServiceNow's Software Asset Management (SAM) module, reconciliation is the process of comparing software entitlements (licenses) to software installations and usage to determine compliance status. The Reconciliation Product Result displays key metrics, including costs associated with non-compliance.

The definition provided – "Estimated cost of remediating non-compliance based on the least number of rights needed" – directly aligns with the concept of a **True-up cost.** True-up cost represents the financial implication of a software estate being under-licensed. SAM systems like ServiceNow calculate this by identifying the minimum number of additional licenses required to cover the existing software usage and deployment. This is "the least number of rights needed." The cost is then derived by multiplying the number of needed licenses by the purchase price.

Options A, C, and D do not accurately describe this particular calculation:

Reconciliation cost: This is a broader term referring to the overall cost associated with the reconciliation process itself, not specifically the cost to remedy under-licensing.
True-down cost: This refers to the savings that can be achieved by reducing the number of software licenses.
Over-licensed cost: This represents the cost associated with having more licenses than are required.

Therefore, True-up cost best reflects the cost of rectifying under-licensing by acquiring the fewest necessary licenses. This calculation aims to mitigate potential audit findings and ensures compliance with software licensing agreements.

Supporting Resource:

ServiceNow Documentation on Reconciliation: (Unfortunately, direct links to specific ServiceNow documentation require a ServiceNow instance login. Search on ServiceNow Software Asset Management reconciliation to find detailed information)

Question: 56

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: A

Explanation:

The statement is true because ServiceNow's Software Asset Management (SAM) reconciliation process's primary goal is to assess compliance. After reconciliation, the results display a comprehensive view of software installations (discovered items) against purchased entitlements (licenses). This comparison determines whether an organization has enough licenses to cover its software usage, which directly relates to compliance.

The product results specifically showcase the compliance posture for different software versions and editions. It identifies over-licensed or under-licensed scenarios for each version and edition, providing a granular view of compliance risks. This level of detail is critical for effective license management and cost optimization. The reconciliation process analyzes data from various sources, including discovery tools and entitlement data, to accurately determine the compliance status of each software installation. By displaying the compliance status against specific versions and editions, ServiceNow allows organizations to pinpoint areas where they need to procure additional licenses or reclaim unused ones. Without this version-and-edition-specific breakdown, SAM would be far less effective in managing compliance.This output is an essential outcome of SAM reconciliation.

For more information on ServiceNow SAM and reconciliation, please refer to the official ServiceNow documentation:

ServiceNow Product Documentation:https://docs.servicenow.com/ (Search for "Software Asset Management Reconciliation")

ServiceNow Community Forums:https://community.servicenow.com/ (Search for "SAM reconciliation")

These resources will provide a more in-depth understanding of the reconciliation process and its role in determining software compliance.

Question: 57

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

A.True
B.False

Answer: B

Explanation:

The statement that a user needs the sam_reconcile_user role to write to reconciliation results in ServiceNow SAM is false.

The sam_reconcile_user role primarily allows users to view and initiate software reconciliation processes. It grants access to the Software Reconciliation UI and related modules. It does not, however, directly provide the necessary permissions to write or modify the reconciliation results.

Writing to reconciliation results typically involves updating fields on specific tables related to software assets and entitlements. The required roles for this activity are usually more granular and depend on the specific table or field being updated. These could include roles related to asset management (asset, asset_admin), software asset management (sam_admin, sam_user), or roles granted through ACL (Access Control List) rules.

Specifically, modifying records directly impacts the software landscape's financial and compliance positions. It necessitates stricter permissions than just initiating reconciliations. Therefore, roles that are associated with data management and modification are required rather than the sam_reconcile_user role.

The ACL rules, configured by the SAM administrator, dictate which users with which roles can create, read, write, or delete records. This fine-grained access control is crucial for maintaining data integrity and preventing unauthorized modifications. The sam_reconcile_user role isn't explicitly designed to bypass these ACLs.

In conclusion, while sam_reconcile_user is essential for the reconciliation process, it focuses on initiating and overseeing the process, not on directly manipulating the reconciliation results data itself. That responsibility is managed through dedicated asset management or software asset management roles and tailored ACL configurations.

Therefore, the provided answer is indeed **B. False**.

Supporting documentation:

ServiceNow Docs - Software Asset Management Roles - This document provides an overview of the various roles available in ServiceNow SAM and their associated permissions.
ServiceNow Docs - Access Control Lists (ACLs) - This document explains how ACLs are used to control access to data in ServiceNow.

Question: 58

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

Answer: D

Explanation:

The correct answer is **D. Latest**. Here's a detailed justification:

The question revolves around identifying a field attribute within ServiceNow Software Asset Management (SAM) that flags whether a product result is from the most recent reconciliation execution. Reconciliation in SAM is the crucial process of matching software installations found on devices in the environment with software entitlements (licenses). This ensures license compliance and optimizes software spending. The "Latest" attribute specifically serves to pinpoint the most up-to-date reconciliation data.

Let's analyze why the other options are less suitable:

A. Current: While "current" might seem logical, it's often used more broadly to indicate the general state of a record, not necessarily tying it to the most recent processing run. A record could be "current" (i.e., not retired or archived) but not reflect the latest reconciliation results.

B. Last: "Last" is vague. "Last" what? Last modified? Last accessed? It lacks the specific context of being related to the most recent reconciliation process.

C. Active: "Active" typically indicates whether a record is currently in use or valid. It doesn't provide information about the recency of the data.

The "Latest" attribute, however, is unambiguous. Its purpose is explicitly to indicate that the data associated with a particular record is the product of the most recent reconciliation process. This is important because reconciliation runs are often scheduled periodically (daily, weekly, etc.). Previous reconciliation runs' results might become stale as new installations or license changes occur. SAM relies on the "Latest" flag to filter and present the most accurate and up-to-date compliance position. Therefore, using "Latest" ensures users are basing decisions on the latest information.

In the ServiceNow platform, you can examine the data model of the SAM application to confirm the existence and usage of such an attribute. While specific attribute names might vary slightly depending on the ServiceNow version and configuration, the underlying principle of flagging the most recent reconciliation data remains consistent. Using the "Latest" flag is essential for accurate reporting and informed decision-making in software asset management. For instance, a compliance report based on older, non-latest data could lead to incorrect compliance estimates and potentially unnecessary software purchases.

Unfortunately, ServiceNow documentation behind a paywall/requires a login, but general SAM principles around data currency are consistent across platforms.

Question: 59

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

Answer: A

Explanation:

The correct answer is **A. Lower**.

In ServiceNow's Software Asset Management (SAM) module, when defining Custom License Metrics, the Reconciliation Order field determines the priority in which different metrics are evaluated during the reconciliation process. This reconciliation process is crucial for accurately determining software license compliance. It involves comparing software entitlements with actual software installations and usage.

The 'metric rank priority' in the Reconciliation Order field uses a numerical system to establish precedence. A **lower** number indicates a higher priority. This means the license metric with the lowest number in the Reconciliation Order will be evaluated first. If that metric can successfully determine compliance, the reconciliation process may stop there for that particular software model. Conversely, if the high-priority metric cannot fully reconcile, the system proceeds to evaluate the next metric in the order, based on its rank.

This prioritization allows for a more efficient and accurate reconciliation process. For example, a simple, straightforward metric (e.g., per-device license) might be assigned a higher priority (lower number) than a more complex metric (e.g., concurrent user license). The system attempts to reconcile using the simpler, higher-priority metric first, only resorting to the more complex metric if necessary. Therefore, lower numbers in the reconciliation order have precedence in the sequence of the reconciliation activity. This enables you to customize how SAM determines your software compliance.

Therefore, the reconciliation engine gives precedence to the lower values within the Reconciliation Order field.

Relevant link for further research:

ServiceNow Documentation - Create a custom metric definition (Refer to the section about the 'Reconciliation Order' field).

Question: 60

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

Answer: A

Explanation:

The statement is true because the "License Metric Attributes" related list within a software entitlement indeed plays a critical role in Software Asset Management (SAM) reconciliation. This list establishes the crucial link between the software entitlement (representing the right to use software) and the actual software usage tracked within the system.

Specifically, it defines the metrics used to determine license consumption based on the combination of

"metric group," "license metric," and "software model." The "metric group" categorizes the metric, such as per user or per device. The "license metric" itself is the measurable quantity (e.g., number of users, CPU cores). The "software model" identifies the specific software product being licensed.

During reconciliation, ServiceNow SAM uses the values in this related list to compare the entitlement (the right to use) against the discovered or imported software installations and usage. For example, if the license metric is "per user" and the value in the related list is 100, then this entitlement covers 100 users of the specified software model. The reconciliation process then compares this to the actual number of users utilizing that software.

Therefore, the "License Metric Attributes" related list provides the necessary information for the SAM system to effectively reconcile software usage against entitlements, ensuring compliance and optimizing software spending. Without these defined metric values, accurate license reconciliation would be impossible. The values represent the terms specified in software license agreements and must be accurately represented to reflect the actual license terms. This ensures accurate usage tracking and prevents over or under licensing.

For more information on software asset management and reconciliation in ServiceNow, refer to the official ServiceNow documentation:

ServiceNow Docs - Software Asset Management:https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/software-asset-management/concept/software-asset-management-application.html
ServiceNow Docs - Software Entitlements:https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/software-asset-management/concept/software-entitlements.html

Question: 61

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

Answer: A

Explanation:

The question asks about the default behavior of product result generation for a licensable product after ServiceNow SAM reconciliation. The correct answer is A: Always, even if there are no software models defined for the product.

Here's why:

ServiceNow's SAM module primarily focuses on aligning installed software with purchased licenses. The initial step is identifying installed software. When reconciliation runs, it detects products on the network. Even without a defined software model (which is an abstraction for pricing, versions, etc.), ServiceNow can still generate a product result. This result acts as a placeholder, indicating that the system has found an instance of the product. It essentially flags the software as existing within the environment.

Software models provide additional context, such as licensing terms and costs. Entitlements, based on software models, represent the purchased licenses. While software models and entitlements refine the reconciliation process and compliance calculations, they aren't prerequisites for the initial product discovery

and creation of a basic product result.

The system records the existence of the product instance regardless of whether ServiceNow has complete information to manage its licensing immediately. This is important because it allows for an initial inventory and identification of software, even if further configuration (like defining software models and entitlements) is needed later. Without generating these initial product results, administrators would be completely blind to software installations unless the product had a pre-existing software model and/or entitlement, creating a critical gap in visibility.

Options B, C, D, and E are incorrect because they all require some level of pre-configuration (software models, entitlements, or cost data) before a product result is generated, which doesn't align with ServiceNow's initial discovery process. ServiceNow first aims to discover and register discovered software and then enriches this with further configuration to manage licenses.

Further research can be conducted on the official ServiceNow documentation:

ServiceNow Product Models:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product-models/concept/c_ProductModels.html (Explains the role of product models in more detail.)
ServiceNow Software Asset Management:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/software-asset-management/concept/software-asset-management-overview.html (Provides a high-level overview of SAM.)