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QUESTION NO: 1

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company has grown through acquisition for several years. The company does not use a common method for software license procurement. Departments are allowed to use different and informal procurement methods. You need to identify a benefit of using a common, unified software procurement policy that conforms to good practice. Which benefit should you identify?

- A. A unified software procurement policy will keep software current by using patches and service releases.
- B. A unified software procurement policy will prevent users from obtaining software illegally.
- C. A unified software procurement policy will ensure security, compatibility, and the best use of resources.
- D. A unified software procurement policy will prevent virus infections.

Answer: C

QUESTION NO: 2

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program, which includes a review of the company's SAM policies and procedures. You need to find out how procedures are implemented in the company. You need to use the method that provides the most reliable results. Which method should you use?

- A. Observe the behavior of employees in the information technology (IT) department.
- B. Observe the behavior of employees in the purchasing department.
- C. Conduct interviews that involve employees in all relevant departments.
- D. Interview key managers about the implementation of policies and procedures.

Answer: C

QUESTION NO: 3

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company network contains 1,000 desktops and 120 servers. You discover license overages and shortages. The customer plans to migrate from Microsoft Windows 2000 to Windows XP and from Microsoft Office 2000 to Office 2003 in the next six months. You need to explain to the customer why an Enterprise Agreement is the most appropriate licensing solution. Which reason should you use?

- A. An Enterprise Agreement is the best license management solution, because the customer is compliant as soon as the software is installed under this agreement.
- B. An Enterprise Agreement offers standardization and no requirement to purchase relevant licenses during the agreement period, as well as a payment plan that includes a fixed price for every desktop.

- C. An Enterprise Agreement offers a simpler purchasing model, because the customer can install unlimited copies of any Microsoft software products.
- D. Under an Enterprise Agreement, the customer needs to purchase only 95 percent of the relevant licenses.

Answer: B

QUESTION NO: 4

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company network contains 250 desktops and 20 servers. You conducted a full SAM review and implemented a program, which is now in place. The customer wants to migrate from an earlier version of Microsoft Office to the version before the current version. Nearly all 250 desktops are affected. The customers reseller made a good offer for System Builder licenses for the current version of Office. You need to explain to the customer why purchasing System Builder licenses is not a good choice. Which reason should you use?

- A. System Builder licenses are more expensive than volume licenses.
- B. System Builder licenses cannot be upgraded.
- C. The customer is not qualified as a system builder.
- D. The customer must purchase System Builder licenses before the software can be installed.

Answer: C

QUESTION NO: 5

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company divests one of its operating units. Under the divestiture agreement, the operating unit retains its computer equipment and software applications. You review the relevant portion of the license agreement as shown in the exhibit. You need identify the rights that are granted to the original entity by a perpetual agreement so that you can ensure that the company's software license compliance is maintained. Which right should you identify?

- A. the right to install the original product on a computer after upgrade rights are purchased for another computer
- B. the right to use the product on more than one computer, as long as the user has only one open copy at a time
- C. the right to use the product without a time limit, as long as the provisions of the license agreement are followed
- D. the right to use the product on multiple computers simultaneously

Answer: C

QUESTION NO: 6

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company has a written policy that permits employees to use and install only authorized

software. You need to find out whether employees follow the written policy in practice. What should you do?

- A. Interview the company's internal auditors. Ask to see their findings about adherence to SAM policies and procedures.
- B. Ask the company's independent auditors to give you a quarterly report about adherence to SAM policies and procedures.
- C. Interview a random sample of employees. Ask them what they do when they want or need software.
- D. Ask the information technology (IT) department what they do when they receive a request for software.

Answer: C

QUESTION NO: 7

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting software and license inventories. The customer did not buy client access licenses (CALs) for Microsoft Exchange Server and Microsoft Windows Server. You need to create a management report that recommends an appropriate way to prevent future licensing shortages. What should you recommend?

- A. The customer should select a scan tool that can create management reports.
- B. The customer should hire legal staff to validate license documentation.
- C. The customer should never trust resellers. Whenever possible, he should contact you as the reliable source of information.
- D. The customer should review relevant licensing information and the use of CALs when using a server.

Answer: D

QUESTION NO: 8

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The scan tool you use provides in-depth version information, including version numbers for the product, version numbers for the file, and the edition of the product. You need to identify the scanned version information that is important to track for the purposes of SAM. Which information should you identify?

- A. all provided version numbers
- B. only the first and second version numbers for the product
- C. the file version numbers and the edition
- D. the edition and the product version information

Answer: D

QUESTION NO: 9

You are a Software Asset Management (SAM) consultant for Testkingonline.com. An audit reveals that more software is installed than the licenses and proofs of purchase authorize.

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You need to recommend a reliable method of organizing licenses and other documentation. Which method should you recommend?

- A. Maintain a locked closet or room where original packaging, manuals, and media are archived.
- B. Designate an area in each department, and assign an employee the responsibility for maintaining the area. Allow free and open access to the area.
- C. Store license agreements and media in a controlled access area. Include a system of summarizing the contents for easy reference and retrieval. Also include notations about special provisions.
- D. Require employees to keep manuals, original media, and other documentation locked in a secure location. Do not allow anyone else to use the documentation.

Answer: C

QUESTION NO: 10

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program, which includes a review of the SAM policies and procedures. The customer agrees to the review and gives you all the available policies and procedures. You need to ensure that the policies and procedures are correct, complete, and implemented. Which action or actions should you perform? (Choose all that apply.)

- A. Analyze the policies and procedures for purchasing, deployment, usage, and documentation for incomplete and missing elements.
- B. Find out if a site-metering and license-monitoring system is installed at the customers location.
- C. Observe employee work habits to find out how processes and procedures are implemented.
- D. Interview employees to find out how processes and procedures are implemented.

Answer: A,C,D

QUESTION NO: 11

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You initiate a SAM review and project for your customer. The SAM project sponsor does not have support for the project from all management levels in the company. You need to ensure that the organization is committed to using good SAM practices. You need to identify the most reasonable indicator that SAM is taken seriously in the organization. Which indicator should you identify?

- A. The installation of nonstandard software is forbidden.
- B. The software policy is signed off by a senior manager, preferably at board level.
- C. Users are allowed to configure their own desktops.
- D. There are posters in every office that warn of the penalties of software piracy.

Answer: B

QUESTION NO: 12

You are a Software Asset Management (SAM) consultant for Testkingonline.com. During an audit of software license compliance, an employee reports that he has information that he wants to give you. However, he wants to be assured of confidentiality. You need to advise the employee how to proceed. What should you do?

- A. Refer the employee to his union representative.
- B. Refer the employee to senior management.
- C. Refer the employee to legal counsel.
- D. Refer the employee to the company's whistle-blower hotline or to the policy that explains whistle-blower protection.

Answer: D

QUESTION NO: 13

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are sorting the number of subscriptions from the number of licenses. You are comparing the number of subscriptions to the number of installed software copies. You review the relevant portion of the license agreement as shown in the exhibit.

You need to identify the difference between a subscription license and a perpetual license. Which difference should you identify?

- A. A subscription license allows the right to run the software during the term of the enrollment. A perpetual license does not have a fixed term.
- B. A subscription license allows the right to run the software for as long as the fees are paid. A perpetual license is valid until the next upgrade.
- C. A subscription license allows the right to run the software on a server or by using the Web. A perpetual license applies to boxed software only.
- D. A subscription license allows the right to run the software for one year. A perpetual license is valid for three years.

Answer: A

QUESTION NO: 14

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer wants to know if she can purchase System Builder licenses of the current version of Microsoft Office Professional and use Microsoft Office 97 Professional afterwards. She can no longer purchase Office 97 Professional because the product is out of stock. You need to recommend which action the customer should take. Which action should you recommend?

- A. Purchase used licenses of Office 97 Professional by using an online auction.
- B. Purchase current Office Professional versions, and use the previous versions, no matter which license type they are.
- C. Purchase volume licenses, because System Builder licenses do not provide downgrade

rights.

D. Upgrade to the current version of Office.

Answer: C

QUESTION NO: 15

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Several employees left the company and retained copies of licensed software on their portable computers. You need to ensure that employees remove the software from their home computers or portable computers when they leave the company. Which method should you use?

A. Accompany the employee to his or her home to retrieve the company property. Wait outside until he or she gives you the media, packaging, manuals, and other documentation.

B. Offer to go the employees home to retrieve the software. If the employee refuses, go unannounced, and insist on retrieving the software.

C. After 10 days, send the former employee a certified letter that explains that software that he or she took home must be returned to avoid legal action.

D. Include in every exit interview an agreement that states that the employee must return all company property, including software that was loaned for home use.

Answer: D

QUESTION NO: 16

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting software and license inventories. You discover that the customer uses three or more different versions of an application. However, she has licenses for only the latest version. You need to create a management report that recommends an appropriate way to resolve this problem. What should you recommend?

A. standardization on the version that is preferred by most employees

B. standardization on the most commonly used version

C. standardization on the most recent version

D. compliance with budgetary goals

Answer: C

QUESTION NO: 17

You are a Software Asset Management (SAM) consultant for a large enterprise. You discover several license overages and a 5 percent license shortage. The company currently does not purchase volume licenses. You need to recommend the most appropriate action for the customer. Which action should you recommend?

A. Keep the status quo, because a 5 percent license gap is permitted.

B. Purchase Open License agreements, because the customer needs to close the compliance gap immediately, and a central purchase would take too long.

- C. Purchase System Builder products for future needs, because this alternative is the best for budgeting purposes.
- D. Centrally purchase Select License agreements from the parent company, if the parent company is affiliated and entitled.

Answer: D

QUESTION NO: 18

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program at the customers location. You learn about the customers organization and environment. You prepare to describe the features, approach, and objectives of SAM to the customer. You need to ensure that the customer understands the features, approach, and objectives of SAM. Which result or results are most important? (Choose all that apply.)

- A. The customer will be prepared to provide the assets and information that are needed.
- B. The customer will be more supportive if he understands what you are going to do.
- C. The customer will not suspect that he is a possible subject in an investigation of license misuse and product piracy.
- D. The customer will be better able to contribute to the SAM process if he understands his role.

Answer: A

QUESTION NO: 19

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer wants to conduct a scan by using a deployment tool that is not designed for software inventories. You need to explain to the customer why he should purchase a separate scan tool for SAM. Which two reasons should you use? (Each correct answer presents part of the solution. Choose two.)

- A. A specialized SAM scan tool enhances the functionality of the existing deployment tool.
- B. The deployment tool does not provide information on versions, patches, and service releases.
- C. A specialized SAM scan tool reduces the need for ongoing, labor-intensive reviews.
- D. The deployment tool reports only on software from its own publisher.

Answer: A,C

QUESTION NO: 20

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Employees are not aware of SAM policies and procedures. You need to recommend a reliable method to ensure that every employee understands and complies with SAM policies and procedures. Which method or methods should you recommend? (Choose all that apply.)

- A. Report violators to the publisher of the software.

- B. Report violators to the Business Software Alliance (BSA).
- C. Request a signed agreement on SAM policies and procedures from every employee.
- D. Set up specialized SAM training for employees.

Answer: C,D

QUESTION NO: 21

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You review all the licenses that your customer can find. You compile an extensive list of licenses and grants. The data is entered into the SAM inventory software. You discover that the company is under licensed for some titles and is over licensed for other titles. You need to identify the number of licenses that need to be purchased. Which method should you use?

- A. Take an average of the over-licensed and under-licensed titles, and decide if there is reasonable compliance.
- B. Calculate the probability of getting caught by an external audit, and decide if it is worth the risk.
- C. Survey employees to find out if they actually use the copy of the software that is installed. Purchase licenses for employees who use the software, and remove the software from computers on which employees do not use the title.
- D. Split the components of bundled products, and find out if there are enough licenses for all users. Purchase enough copies of each software application to satisfy the license count.

Answer: C

QUESTION NO: 22

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are comparing the number of installations of software titles on computers to the number of installations that the license agreement allows. An affiliate company renews the subscription for the upcoming year. You review the relevant portion of the license agreement as shown in the exhibit.

You need to identify the most appropriate description of the affiliate company's licenses so that you can find out how many legitimate rights the parent company is granted. Which description should you identify?

- A. The affiliate company owns the licenses that it uses, so the affiliate company's licenses are no longer available to the parent company.
- B. The right to run any product is permanent for the affiliate company.
- C. The affiliate company can sublicense copies from the parent company.
- D. The number of licenses that the affiliate company uses reverts back to the parent company that holds the original subscription agreement, as long as the affiliate company orders Microsoft License & Software Assurance (L&SA) for the products.

Answer: D

QUESTION NO: 23

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You are a Software Asset Management (SAM) consultant for Testkingonline.com. You discover that some employees installed privately duplicated software on their work computers. The customer suspects that employees do not understand the importance of using legal software. You need to advise managers how to inform employees about the legal aspects of misusing software. Which statement or statements should you use? (Choose all that apply.)

- A. Although software copyright infringement is illegal, offenders are rarely prosecuted.
- B. When software is purchased, the buyer acquires the property of the software.
- C. Managers and employees are legally responsible for the use of software in their companies.
- D. In most countries, software is protected by intellectual property law and by copyright law.

Answer: C,D

QUESTION NO: 24

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are analyzing software and license inventories. You need to consolidate and complete a license purchase history before you print a license discrepancy report. Why should you complete a license purchase history first?

- A. The license discrepancy report will not show correct license type information.
- B. The license purchase history will ensure that the license discrepancy report accounts for the full upgrade path of the licenses.
- C. The license discrepancy report will not include information about Update versions, Software Assurance, and Upgrade Advantage.
- D. The license purchase history will ensure that the license discrepancy report accounts for the price of the upgrade versions of licenses.

Answer: B

QUESTION NO: 25

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer needs to upgrade several computers from Microsoft Office 95 to Office 2003. The customer is unsure which upgrade options are available. You need to recommend an upgrade option for the customer. Which option should you recommend?

- A. Purchase a new license of Office 2003, because Office 95 is not a qualifying product for Office 2003 Version Upgrade.
- B. Purchase an Office 2003 Version Upgrade, and use Office 95 as the qualifying upgrade product.
- C. Purchase Office 2003 Version Upgrade and Software Assurance.
- D. Purchase Office 2000 Version Upgrade and Software Assurance.

Answer: A

QUESTION NO: 26

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You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company has a Select 5 License agreement. The customer purchased Microsoft Office 2000 Professional but uses Office 97 Standard. You need to explain to the customer why this downgrade is permitted. Which reason should you use?

- A. The Product Use Rights (PURs) of the Select 5 License agreement and the exception installation information give customers the right to downgrade to older versions and to install components of a version in order to use an older version or product.
- B. The downgrade is permitted by a special agreement between the customer and Microsoft.
- C. The End-User License Agreements (EULAs) of Office 2000 Professional give customers the right to downgrade to previous versions and to install components of a version in order to use a minor version or product.
- D. Downgrades are permitted so that customers can always purchase new versions of Microsoft software and can downgrade to previous versions of products.

Answer: A

QUESTION NO: 27

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company is divided into five subsidiaries. Each subsidiary purchases software separately. The purchasing process is not well organized. All subsidiaries purchase software on demand. You need to review and centralize the customers software purchasing process. Which action or actions should you perform? (Choose all that apply.)

- A. Obtain an overview of the purchasing behavior of all subsidiaries.
- B. Analyze how demand is assessed.
- C. Revisit the purchasing process regularly.
- D. Identify the dependencies of the purchasing process.

Answer: A,B,C,D

QUESTION NO: 28

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company's software procurement is conducted manually by using a paper-based request process. The process is slow, and paperwork is often misplaced. You need to recommend a feature of a SAM tool that will enable the company to reduce software procurement costs. Which feature should you recommend?

- A. detection of unauthorized software and automatic delivery of discrepancy reports to management
- B. prevention of software installation without a license
- C. detection of software that is not approved by line managers
- D. integration of software license shortfall reports with current line-of-business applications

Answer: D

QUESTION NO: 29

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program. You need to identify the product information that should be stored in the license inventory database to match the scan with the purchase data. Which information should you identify?

- A. the program name and edition, the version, the publisher, the language, and the platform
- B. the purchased service pack and the patch state
- C. the program name, the publisher, the last four version numbers for the file, the last four version numbers for the edition, the language, the file size, the file name, the file creation date, and the platform
- D. the purchased media form

Answer: A

QUESTION NO: 30

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a SAM review. You need to analyze the effectiveness of the processes and controls for software license compliance. Which method should you use?

- A. Evaluate the information technology (IT) department records. Count the number of original media and manuals in the inventory.
- B. Evaluate the software inventory reports over time. Count the number of instances in which fewer copies of software applications are in use than are licensed.
- C. Evaluate the software inventory reports over time. Count the number of instances in which more copies of software applications are in use than are licensed.
- D. Evaluate human resources (HR) department records. Count the number of employees who were dismissed from the company for violating the SAM policies.

Answer: C

QUESTION NO: 31

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a software inventory and audit. You need to include company servers in the inventory. You need to identify which types of computer are exempt from the automatic scan, but should be included manually in the software inventory. Which types of computer should you identify?

- A. servers that are used for dedicated line-of-business applications
- B. communication servers
- C. e-mail servers, terminal servers, and file servers
- D. network servers

Answer: A

QUESTION NO: 32

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are
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comparing the number of installations of software titles on computers to the number of installations that are allowed by the license agreement. You review the relevant portion of the license agreement as shown in the exhibit.

You need to identify which versions of software the company can run. Which versions should you identify?

- A. The company can run only the latest version of the server software.
- B. The company can run any software versions that are specified in the Core User Client Access License (CAL) on any computer.
- C. The company has perpetual licenses for the latest version or for any previous version that is specified in the Core User Client Access License (CAL).
- D. The company can run any version of any of the publishers products on any computer.

Answer: C

QUESTION NO: 33

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer decides to ignore installed software and licenses that are not on the list of approved software. You need to create a license inventory. You need to convince the customer that the company should not ignore installed software and licenses that are not on the list of approved software. What should you do?

- A. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, report the company to the Business Software Alliance (BSA).
- B. Try to convince the customer that most often it is a bad idea to ignore licenses. Enter all licenses even if they are not on this list.
- C. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, give him a risk-management justification that is based on the slim chance of discovery during an audit.
- D. Try to convince the customer that most often it is a bad idea to ignore licenses. If he does not change his mind, report the company to the software publisher.

Answer: B

QUESTION NO: 34

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are completing software and license inventories. You need to ensure that each entry of the license inventory automatically matches entries in the software inventory so that no additional work is required to obtain a match. What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

- A. Ensure that the scan tool provides a software catalog or aliases that exactly match the names of installed copies and purchased licenses.
- B. Where the license name contains license-type information, such as Update, remove the information to facilitate a match.
- C. Ensure that the names from the software that is scanned on desktops and servers exactly match the names in the license inventory.

D. Ensure that the name of every software entry contains license types, such as Update or Original Equipment Manufacturer (OEM), to meet the requirements of a match.

Answer: A,C

QUESTION NO: 35

You are a Software Asset Management (SAM) consultant for Testkingonline.com. During a software inventory, you find a number of unauthorized titles on company computers. As a result, the company decides to convene a standards committee to decide whether these titles should be included on the authorized software list. The standards committee is composed of representatives from the finance, information technology (IT), and human resources (HR) departments. The standards committee is led by the SAM manager. You need to recommend how the company should proceed. What should you recommend?

A. Advise the company to ask the SAM manager to produce the list of titles that were not authorized. The SAM manager should obtain information about which employees use the titles and why they do not use other titles that are already authorized. Then, the SAM manager should present the findings to the standards committee for a decision about whether to adopt the titles for authorized use.

B. Advise the company not to use the standards committee, because it takes too long. Recommend that the company is best served by making a quick decision without using input from employees who prefer to use the software that fits their needs. Assign someone to review the list and make a unilateral decision about each title.

C. Advise the company to direct the IT department to place a strict interpretation on the policy about standardization and to immediately delete all copies of unauthorized software.

D. Advise the company to issue a blanket exception to policy to include on the authorized software list all titles that are found on company computers.

Answer: A

QUESTION NO: 36

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company needs to be able to produce receipts and licenses that show the legal proof of ownership and the right to use the software. You need to ensure that the company maintains effective SAM records. Which method should you use?

A. Document the purchase information, software title, and license information in a Microsoft Excel spreadsheet.

B. Lock all license agreements, original media, and manuals in a secure location.

C. Audit the financial records and the license agreements to find out if there is an audit trail from the original purchase through the upgrades to the present day.

D. Maintain a library of software titles, media, and manuals.

Answer: C

QUESTION NO: 37

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You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer defines a set of licensed software that he wants to scan. You need to explain why a reliable and complete software inventory should be created. Which reason should you use?

- A. Scanning a prescriptive list of software is not possible, because the scan tool does not work this way.
- B. Scanning a prescriptive list of software is discouraged, because software that is not on the list could be installed anywhere in the company.
- C. Scanning a prescriptive list of software is acceptable only if company policy forbids the installation and use of software that is not on the list.
- D. Scanning a prescriptive list of software is acceptable only if the company distributes software by imaging. In addition, the company must strictly control the images, and all software in the images must be on the list.

Answer: B

QUESTION NO: 38

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All computers and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all licenses and agreements that could be found. You need to create a license inventory. What should you do first?

- A. Count old Certificates of Authenticity (COAs), because COAs are the only evidence of a license.
- B. Find out how much of the license collateral provides adequate proof of license.
- C. Count all registration cards and organize them by software title.
- D. Create the complete software inventory, and then see which licenses are missing.

Answer: B

QUESTION NO: 39

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Your customer needs to ensure that all software licenses are appropriate and up to date. You need to prepare a budget justification for a comprehensive SAM program. You need to present the budget justification to senior managers for funding approval. Which primary statement or statements should you include in your budget justification? (Choose all that apply.)

- A. Software license compliance requires constant vigilance. Without proper processes and controls that are monitored and evaluated frequently, it is easy to slip out of compliance.
 - B. A SAM program ensures that the company follows contractual obligations and the
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dictates of federal law and international treaties.

C. SAM is critical to a company's legal and financial obligations to its shareholders.

D. A SAM program guarantees lower licensing costs in the future.

Answer: A,B,C

QUESTION NO: 40

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are discussing software licensing with the chief financial officer (CFO). You need to inform the CFO about the purpose of a license agreement. Which statement should you use?

A. When you license software, you own the software. You can use the software on any computer that you own, as long as you follow the provisions of the license agreement.

B. When you license software, you are granted the right to use the software by the owner of the property under the conditions specified in the license agreement.

C. When you license software, you own the software. You can give away the software when you are finished using it, as long as you tell the software manufacturer about this transaction.

D. When you license software, you are authorized to copy the software as often as you need in order to use it on your computers, in accordance with the license agreement.

Answer: B

QUESTION NO: 41

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You discover that the customer uses academic versions of software for the company's training lab. You need to identify an appropriate course of action. What should you do?

A. Accept the academic versions as valid, because the employees who purchased the licenses are former professors.

B. Check the license agreement to see if and how many academic licenses the customer is allowed to use and for what purposes.

C. Disallow the licenses, because academic licenses are never valid in private companies.

D. Accept the academic versions as valid, because the academic versions are the property of your customer.

Answer: B

QUESTION NO: 42

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You review the license collateral and suspect that some of the Microsoft installation media is counterfeit. You need to find out if the media is counterfeit. What should you do?

A. Verify the media against the Business Software Alliance (BSA) database of purchased software.

B. Send the media to the Product Identification (PID) office in the legal and corporate affairs department for investigation.

- C. Return the media to where it was purchased, and ask for replacements.
- D. Count the media as valid, because it was purchased in good faith.

Answer: B

QUESTION NO: 43

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company invested in a service desk that uses call-logging software and ticket-recording software. The service desk software is fully functional. This software is part of a larger suite of software that includes SAM modules. Your customer has not implemented the SAM modules. Rather than implement the SAM modules from the existing supplier, the project sponsor wants to reduce costs by deploying a tool from another vendor that meets the functional specification. You need to recommend an integrated, fully functional solution. You need to decide which of the two solutions better suits the customer. Which method should you use?

- A. Ask both suppliers for case studies from other clients that reflect both implementation scenarios.
- B. Ask your customer what budget is available, and decide which tool meets this criterion.
- C. Interview references that are supplied by each vendor about costs and benefits of each solution.
- D. Ask both suppliers to provide performance comparisons.

Answer: C

QUESTION NO: 44

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are comparing the number of installations of software titles on computers to the number of installations that the license agreement allows. You review the relevant portion of the license agreement as shown in the exhibit. (Click the Exhibit button.) You need to identify what to include in the count of authorized licenses when purchasing Microsoft Office Standard. What should you identify?

Exhibit: 123-75.jpg

- A. the number of qualified users
- B. the number of qualified desktops and the number of portable computers
- C. the number of qualified desktops
- D. either the number of qualified users or the number of qualified desktops

Answer: A

QUESTION NO: 45

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a SAM review. You need to analyze the effectiveness of the company's software purchasing policies. Which method should you use?

- A. Ask employees how they purchase software, what they do with the receipts, and what they do with the license after installing the software.
- B. Follow the audit trail for purchasing software. Look for software purchases through a central purchasing department, and look for reimbursement of software that is purchased and reported on employee expense reports.
- C. Review employee expense reports. Check purchases against the installed software report that is produced by the audit software.
- D. Ask the purchasing manager how he or she tracks software purchases.

Answer: B

QUESTION NO: 46

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer has a wide installation of onsite terminal services. In the company, NTFS rights often are not used properly in terminal server installations. Therefore, automated scans recognize more applications for assigned terminal users than the users are intended to run. In these cases, software is sometimes hidden from the users, but the users can run the software by using a command prompt. You need to find out whether users can run software that they should not be able to run. You need to configure the terminal server to allow scans to produce a correct inventory of software for each user. Which method should you use?

- A. Identify another scan tool that can handle terminal services.
- B. Install Active Directory on the terminal server.
- C. Escalate the server problem to the appropriate information technology (IT) department members, and document the solution for future reference.
- D. Start the license manager of the terminal server that will handle the problems correctly.

Answer: C

QUESTION NO: 47

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You need to standardize the arrangements for the retention of license collateral. Where should license collateral be retained?

- A. in a secure centralized repository
- B. in the same location as the device to which the licenses refer
- C. near the manager of the department in which the device is used
- D. in the same location as the invoices in the finance department

Answer: A

QUESTION NO: 48

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company has 500 desktops and 40 servers. You discover that there are license overages and shortages. The customer purchased all licenses at the lowest possible price. He purchased most Microsoft Office software as a System Builder license. You send several

of these licenses to Microsoft Product Identification (PID) and learn that some of the licenses are not original. You identify school versions that were purchased as Full Package Product (FPP). You learn that the reseller who made this transaction was a brother of the former chief operations officer (COO). You need to recommend the most appropriate action for the customer. Which action should you recommend?

- A. Recommend an attorney who can represent the former COO and his brother in court.
- B. Call the most respectable dealer where the customer previously bought software.
- C. Create and implement a tailored purchase model by using volume licenses.
- D. Close the license gap for this compliance check by purchasing the least costly option.

Answer: C

QUESTION NO: 49

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. You need to explain to the customer why client access licenses (CALs) should be included in the inventory, even if the CALs cannot be scanned for an automated match. Which reason should you use?

- A. CALs are a distinct and important component of some publishers' licensing agreements.
- B. CALs are the most difficult type of license to track, because CALs cannot be scanned. Therefore, CALs must be included in the inventory.
- C. CALs apply to multiple installation situations.
- D. CALs apply to single installation situations.

Answer: A

QUESTION NO: 50

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company is an investment company that also develops proprietary applications. The scan tool reports that every user has an expensive development application installed. You suspect that this report is erroneous. What is the most likely cause of the problem?

- A. The scan tool is recognizing only a subset of the user population.**
- B. The scan tool is incompatible with the hardware that runs on some user systems.
- C. The application uses run-time components that the scan reports as the full application.
- D. Users loaded the software that they obtained themselves.

Answer: C

QUESTION NO: 51

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer has proof of purchasing licenses through a volume license agreement from the company's Enterprise Resource Planning (ERP) system. However, the license confirmations cannot be found. You need to recommend the best method for obtaining a complete license inventory in a reasonable amount of time. Which two methods should

you recommend? (Each correct answer presents part of the solution. Choose two.)

- A. Photocopy similar license confirmations, and attach purchase data for authenticity.
- B. Contact the reseller that supplied the original licenses, and request duplicate license confirmations.
- C. Advise the customer to purchase licenses to make up the shortfall.
- D. Call the software publisher and provide all possible doing-business-as names for the company. Ask the publisher to provide a list of all purchased volume licenses.
- E. Use the ERP purchase information, because it is sufficient proof on its own.

Answer: B,D

QUESTION NO: 52

You are a Software Asset Management (SAM) consultant for Testkingonline.com. While you are analyzing installed software, you identify computers on which many extraneous titles are found. You give company managers a list of the computers so that the managers can take appropriate action against employees who routinely abuse the policy. You need to recommend to managers which actions to take. Which action or actions should you recommend? (Choose all that apply.)

- A. Follow the company's human resources (HR) policies and procedures for disciplinary actions.
- B. Audit the identified computers each month, and identify frequent offenders.
- C. Develop a training program to inform employees about the proper use of software.
- D. Publish a list of erring employees on company bulletin boards and on the intranet.

Answer: A,B,C

QUESTION NO: 53

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer wants to implement a SAM policy, but she cannot justify the cost of implementing a SAM scan tool. You need to explain to the customer why a SAM scan tool is an advisable investment. Which reason should you use?

- A. An integrated scan tool reduces the requirement for ongoing, labor-intensive reviews.
- B. An integrated scan tool can be used by department managers to monitor users' e-mail messages.
- C. An integrated scan tool forecasts when upgrades are necessary.
- D. An integrated scan tool can be installed without disrupting users.

Answer: A

QUESTION NO: 54

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You need to identify when language information should be included in a license discrepancy report for a license and software inventory. When should you include language information?

- A. When the customer purchased licenses for products in more than one language, the

language information should be included in the license discrepancy report.

B. The language information should never be included in the license discrepancy report.

C. When the scan tool is able to collect the language information, the language information should be included in the license discrepancy report.

D. When software products have the same price as the price of the software in the USA, the language information should be included in the license discrepancy report.

E. The language information should always be included in the license discrepancy report.

Answer: A

QUESTION NO: 55

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company purchased software licenses through a variety of channels and from a number of vendors since its inception. Because the company does not use a common method for software procurement, the most cost-effective source is not always used. Some departments of the company resist using a common method for procurement. You need to recommend a more cost-effective method for software procurement. Which method should you recommend?

A. Purchase volume licensing agreements.

B. Purchase software by using an online auction.

C. Purchase white box/Original Equipment Manufacturer (OEM) software from the Internet.

D. Purchase software when hardware is purchased.

Answer: A

QUESTION NO: 56

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company needs to ensure that software on all company computers is accounted for in the initial inventory. You need to find out if the audit software is found on all the computers. Which method should you use?

A. Ask to see the list of company assets that the finance department prepares annually.

B. Ask to see the hardware inventory that is used in the financial statements. Validate the inventory by asking the information technology (IT) personnel who are responsible for hardware and software how many computers are not in use and where those computers are stored.

C. Ask to visit the server room and phone closet.

D. Ask to see the storage area where retired computers are stored. Perform a random check of the hard disks to find out if they were erased. If the hard disks were not erased, verify that the audit software is present.

Answer: B

QUESTION NO: 57

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The

customer wants to conduct a desktop audit by asking an information technology (IT) department staff member to visit each desktop and to check its registry. You need to explain to the customer why a SAM scan tool would provide a more effective and efficient auditing method than a manual audit. Which reason should you use?

- A. A manual audit provides only a snapshot of information. A SAM scan tool provides ongoing, up-to-date information.
- B. A manual audit might not cover every device in the company. A SAM scan tool guarantees that every device in the company is included.
- C. A manual audit can be conducted only on weekends. A SAM scan tool can be operated during business hours.
- D. To perform a manual audit, you must shut down the servers, which disrupts business. A SAM scan tool does not disrupt business.

Answer: A

QUESTION NO: 58

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All desktops and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all licenses and agreements that could be found. You need to create a license inventory by using the most efficient method for the customers large amount of license collateral. Which two methods should you use? (Each correct answer presents part of the solution. Choose two.)

- A. Try to import as much license information as possible from the publisher or reseller databases to prevent manually entering the information into the license inventory.
- B. Enter the license information into a spreadsheet or database that is grouped by license type and agreement type.
- C. Try to import the license installation keys from the registry, and then transcript the keys into a valid license record for the installed software.
- D. Assign each license to a desktop or a server.

Answer: A,B

QUESTION NO: 59

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company did not create policies for employee software use. You detect the use of unlicensed software by employees. You need to explain why the customer should establish policies for software use. Which reason or reasons should you use? (Choose all that apply.)

- A. Software use policies make it easier to standardize software.
- B. Software use policies reduce the risk of the illegal use of software.
- C. Software use policies reduce costs by controlling the private use of software.

D. Software use policies help avoid damage that is due to security issues.

Answer: A,B,C,D

QUESTION NO: 60

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Before you select a SAM tool, you must evaluate the existing or available tools at the customers location. You need to select a tool to support the SAM process and to provide complete and correct information and results. Which method should you use?

- A. If the customer has no reliable tool, proceed with the SAM program without a tool. The SAM program can be implemented without a tool, and the customer will save money.
- B. Identify specific needs as criteria for eliminating tools from the list of all existing or available tools at the customers location. Then, identify the best of the remaining tools.
- C. If the customer only has a tool that scans the content of the Microsoft Windows registry of all desktops and servers to assess and report the installed software, choose this tool for the SAM program.
- D. Ask the customer how much budget the company has available for a SAM tool. Then, find a tool that meets the budget criteria.

Answer: B

QUESTION NO: 61

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You meet with the chief financial officer (CFO) to explain your role as the SAM consultant. You need to explain to the CFO the responsibilities of corporate officers in SAM and in license compliance. What are two possible responsibilities of corporate officers? (Each correct answer presents a complete solution. Choose two.)

- A. Corporate officers can pass to their subordinates all penalties that are imposed when a company is found out of compliance with software license agreements.
- B. Corporate officers have primary responsibility to the shareholders to protect the assets of the company. When software licenses are out of compliance, the company is breaking the law. Corporate officers are entrusted to ensure that the company operates within the boundaries of the law.
- C. In some countries, piracy in the form of using unlicensed software is a criminal offense. Corporate officers who are responsible for software license compliance could be held responsible for their companys violation of the law.
- D. Because SAM involves a contract, corporate officers should delegate responsibility for software license compliance to a contract administrator.

Answer: B,C

QUESTION NO: 62

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company network contains 250 desktops of various ages and specifications. The

company network contains 25 servers. The customer needs to implement a SAM tool to monitor the companys software and hardware. The company runs business-critical operations on the network, which has limited available bandwidth. You need to recommend a SAM monitoring method that does not affect the companys business operations. Which method of monitoring should you recommend?

- A. a scan tool that uses active interrogation and disperses the load throughout the day
- B. a scan tool that is installed on all computers and that runs on startup
- C. a login script
- D. timed scans that run at regularly scheduled intervals

Answer: A

QUESTION NO: 63

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer gives you evidence that Original Equipment Manufacturer (OEM) copies of Microsoft Office 97 Standard were purchased with hardware that the company recently discarded. The customer wants to use these copies of Office 97 Standard to purchase version upgrades of Office Professional 2003. You need to tell the customer how to achieve a valid upgrade path. What should you tell the customer?

- A. OEM software is linked to hardware. The software cannot be used with any hardware other than the hardware that was purchased with the OEM software.
- B. The customer can sell the original software and use the proceeds to buy new software.
- C. The customer can install Office 97 Standard on new hardware, but the software cannot be upgraded.
- D. The customer can install the version upgrades and use the OEM media as the qualifying upgrade product.

Answer: A

QUESTION NO: 64

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are analyzing software and license inventories. You need to design the beginning of a management report and decide what information should be included in the beginning of the report. What should you do?

- A. Start by including an executive summary that briefly discusses the relevant findings and the practice of the project.
- B. Start by including a detailed license discrepancy report that is followed by a detailed report about the installations of every desktop.
- C. Start by including a summary of your recommendations.
- D. Start by including the license history, and highlight the shortfalls of Update licenses without previous versions. Next, include a list of unassigned previous versions from different cost centers.

Answer: A

QUESTION NO: 65

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company purchases used software. The chief information officer (CIO) suspects that the company has purchased illegal software. You need to advise the CIO about how to identify illegal software. Which statement or statements should you use? (Choose all that apply.)

- A. The sale of used software is always illegal.
- B. The sale of copied software CD-ROMs is illegal.
- C. The sale of single parts of bundled products, such as manuals, Certificates of Authenticity (COAs), End-User License Agreements (EULAs), or data, is illegal.
- D. The sale of compilation CD-ROMs that contain software is legal.
- E. Pirated software often looks similar to genuine software, and prices are suspiciously low.

Answer: B,C,E

QUESTION NO: 66

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Before you select a SAM tool, you must evaluate the existing or available tools at the customers location. You need to select a SAM tool to support the SAM process and to provide complete and correct information and results. Which feature should the SAM tool provide?

- A. the ability to automatically remove license-violating software
- B. the ability to provide a report that shows license gaps for each software edition and version
- C. the ability to meter software usage
- D. the ability to create a license history for automated updates and downgrades

Answer: B

QUESTION NO: 67

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting a full SAM review and program, which includes the creation of a software inventory for more than 1,000 desktops and servers. The scan tool has collected software data from all desktops and servers. You need to produce a management report about the software inventory. Which method should you use?

- A. Produce a detailed report of the employees who have violated acceptable use policies.
- B. Report all operating systems for every desktop and server to see if there are dual-boot systems.
- C. Produce reports by exception.
- D. Print a list of every installed software copy on every desktop and server. Group the list by publisher and by product name or workstation.

Answer: C

QUESTION NO: 68

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The customer requests a full SAM review and program, which includes the creation of a license inventory and software inventory for 700 desktops and 60 servers. The company has several Select License agreements and Open License agreements, as well as hundreds of single license agreements. All computers and servers are from well-known manufacturers and run Original Equipment Manufacturer (OEM) operating systems. The customer has collected all the licenses and agreements that could be found. You suspect that some licenses are counterfeit. You need to ensure that there are no counterfeit licenses. What should you do?

- A. Assume that the suspected licenses are valid, and give your customer the benefit of the doubt.
- B. Report your customer to the Business Software Alliance (BSA).
- C. Protect your customer. Ask the customer to destroy the suspected licenses, because counterfeit licenses can be dangerous to the company if they are discovered.
- D. Report the suspected licenses to the companys financial auditor.

Answer: C

QUESTION NO: 69

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You plan to inform a software administrator of the importance of her role in software license compliance. You need to identify the primary responsibilities of the software administrator. Which primary responsibility or responsibilities should you identify? (Choose all that apply.)

- A. Communicate to employees the companys commitment to the legal use of software.
- B. Coordinate and monitor activities inside the company that lead to the successful implementation of a SAM program.
- C. Send weekly reports to Microsoft about the status of the companys SAM program.
- D. Demonstrate leadership, and set an example for acceptable corporate behavior in the proper use of software.

Answer: A,B,D

QUESTION NO: 70

You are a Software Asset Management (SAM) consultant for Testkingonline.com. During an audit, you discover that the company allows employees to keep a copy of the software at their desks. You review the relevant portion of the license agreement as shown in the exhibit.

You need to identify the most appropriate description for when a user is permitted to copy licensed software, according to the license agreement. Which description should you identify?

- A. when the product type of the copy is the same as the original media, and no independent license exists for the original media

- B. when the affiliate company has a separate license from a separate source for each copy that is being replaced
- C. when the version of the copy is not the same as the version of the original media
- D. when the language of the copy is not the same as the language of the original media

Answer: B

QUESTION NO: 71

You are a Software Asset Management (SAM) consultant for Testkingonline.com. Your customer wants to claim additional license rights, such as secondary user rights.

However, the customer cannot find the existing license documentation. You need to advise the customer how to proceed. What should you tell the customer?

- A. There is no need for concern about additional license rights, because these rights are not the subject of this investigation.
- B. Additional license rights are given rights and cannot be detained. Therefore, no additional documentation is needed.
- C. To claim additional license rights, you must first locate the existing license documentation.
- D. If additional license rights are not managed centrally and updated daily, then they do not meet the requirements of Microsoft Select License agreements and Microsoft Open License agreements.

Answer: C

QUESTION NO: 72

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company has server software that requires a client access license (CAL) for each user.

The software does not leave an identifiable file of the user device to indicate that the server software is accessed. You need to ascertain the customers liability for CALs. You need to find out whether a device might require a CAL. Which method should you use?

- A. Monitor the peak number of concurrent users who are connected to the servers that host the software.
- B. Survey users to find out whether CALs are required.
- C. Monitor user access to shared folders.
- D. Monitor network traffic on the servers that host the software.

Answer: A

QUESTION NO: 73

You are a Software Asset Management (SAM) consultant for Testkingonline.com. The company network contains 300 desktops and servers. The customer cannot afford a SAM tool. You need to perform a software inventory. What should you do?

- A. Convince the customer to fund the development of an in-house scan tool.**
 - B. Tell the customer that a SAM tool is required for this process.
 - C. Convince the customer that without a SAM tool, she is in danger of making incorrect
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and expensive decisions on estimated or out-of-date information.

D. Download a trial SAM scan tool to use for the inventory. Remove the tool before the trial period expires.

Answer: C

QUESTION NO: 74

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You are conducting software and license inventories and are matching the results of each. The customer asks for a justification for creating a license discrepancy report. You need to explain to the customer why it is necessary to create a license discrepancy report that provides surpluses of licenses and shortages of licenses. Which reason should you use?

A. A license discrepancy report provides a partial accounting for all licenses held by the company.

B. A license discrepancy report is the standard end product of a SAM process.

C. Large surpluses of licenses are economically inefficient.

D. A license discrepancy report enables the company to use surplus licenses to make up for license shortfalls.

Answer: C

QUESTION NO: 75

You are a Software Asset Management (SAM) consultant for Testkingonline.com. You discover problems when you match the results of the software inventory to the license inventory. You need to propose a change of procedures. Which method should you use?

A. Propose changes in the management report at the end of a SAM project.

B. Propose changes immediately in a special report to company managers.

C. Propose changes immediately in an e-mail message to the help desk.

D. Propose changes in scheduled meetings with managers.

Answer: A