



Exam : 070-123

Title : Planning, Implementing, and Maintaining a   
Software Asset Management (SAM) Program

Ver : 09-12-07

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**QUESTION 1:**

You work as the Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has recently discovered that their customers have a wide installation of onsite terminal services. Certkiller .com network has additionally identified that NTFS rights are not used properly in terminal server installations. You have recently received instruction from the Certkiller .com network CIO to automate scans which recognize more applications for assigned terminal users which they are intended to run.

The network terminal users of Certkiller .com has recently started complaining that some of the applications are hidden and can only be run using a command prompt. You are required to identify if the network users are able to run the software and if they are allowed. During the course of the day you decide to configure the terminal server to allow scans producing a correct inventory of software for each user and need to know which method to use.

What should you do?

- A. You should escalate the server problem to the appropriate information technology (IT) department members whilst documenting the solution for future reference.
- B. You should start the terminal server's license manager which will handle the problems correctly.
- C. You should identify another tool which can be used to handle terminal server services.
- D. You should install Active Directory on the terminal server.

Answer: A

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**QUESTION 2:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to create a full SAM review and program including the creation of license inventory and software inventory for 520 desktops and 45 servers for Certkiller .com customers. Certkiller .com makes use of several Select License agreements and Open License agreements, as well as hundreds of single license agreements.

Certkiller .com has ensured that the customers have collected all the licenses and agreements that could be found on the computer. You are required to create a license inventory using the most efficient method for the customer's large amounts of license collateral.

Which should you do? (Choose TWO.)

- A. You should try to import the license information keys from the registry whilst

transcribing the keys into a valid license record for the installed software.

B. You should assign each of the licenses to a desktop server.

C. You should try to import as many license information as possible from the publisher or reseller database manually preventing entering the information into the license inventory.

D. You should have the license information should be entered into a spreadsheet or database which is grouped by license type and agreement type.

Answer: C, D

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### **QUESTION 3:**

You work as the Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have recently held a meeting with the Certkiller .com network CIO to discuss your role in the company as the SAM consultant. You have recently received instruction from the CIO to explain to a new trainee SAM consultant the responsibilities of corporate offices in SAM and license compliance. You are required to identify the responsibilities of the corporate office. What should you do? (Choose TWO.)

A. You should instruct the new trainee to remember in some countries piracy in the form of unlicensed software is a criminal offence. You should also remember that the corporate officers responsible for software license compliance could be held responsible for violating the law.

B. You should instruct the new trainee to remember that the corporate officers are able to pass their subordinates all penalties imposed when the company is discovered to be out of compliance with software license agreement.

C. You should instruct the new trainee to remember because a contract is involved in SAM that the corporate officers would delegate responsibility for software license compliance to a contract administrator.

D. You should instruct the new trainee to remember that the corporate officers should have their primary responsibility be to protect the assets of the company to the shareholders. You should also remember that the company is violating the law if software licenses are out of compliance.

Answer: A, D

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### **QUESTION 4:**

You work as the Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has grown through acquisitions for numerous years. CertKiller.com does not use an ordinary method for software license procurement. The various

departments within Certkiller .com all make use of different and informal procurement methods.

You have received instruction from the CIO to standardize the software procurement policy that will comply with good practice.

What should you identify?

- A. The procurement policy will avert virus infections on the Certkiller .com network.
- B. The procurement policy will guarantee security, compatibility and the enhance use of company resources.
- C. The procurement policy will ensure that the latest software is available by making use of patches and service releases.
- D. The procurement policy will stop software from being acquired illegally.

Answer: B

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### **QUESTION 5:**

You work as the Software Asset Management (SAM) Manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Ally Wagner is a member of the Software Asset Management team. You have received instruction from the CIO to make the employees aware of SAM policies and procedures. You delegate the task of informing the employees of the SAM policies and procedures to Ally Wagner. Ally Wagner needs to propose a dependable method to guarantee that all employees understands and complies with SAM policies and procedures.

What should she identify? (Choose all that apply.)

- A. Employees that do not comply with the SAM policies and procedures should be reported to the publisher of the software.
- B. She should insist that all employees sign an agreement on SAM policies and procedures.
- C. All employees need to receive training in software Asset Management.
- D. Once they sign a document that they understand and will comply with the policies and procedures you are able to report them to the Business Software Alliance (BSA) and take legal action against the violators.

Answer: B, C

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### **QUESTION 6:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Andy Booth is a member of the SAM team. Andy Booth finds out that the client makes use of academic versions of software for its

training lab.

You instruct Andy Booth to determine a suitable course of action.

What should he do?

- A. You are allowed to make use of software under the conditions that specified in academic versions as long as the version is the property of the client.
- B. Andy Booth should inform the client that academic licenses are not valid in private companies.
- C. Andy Booth should check the license agreement of the client to determine the amount of academic licenses the client are allowed and the purpose.
- D. Andy Booth should accept the versions as valid since the head of every department purchased the licenses.

Answer: C

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### **QUESTION 7:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Mia Hamm is a junior technician on the SAM team. Prior to selecting a SAM tool you need to assess the existing or available tools at the client's location. You instruct Mia Hamm to select a SAM tool in order to support the SAM process as well as to offer complete and accurate data and results. What characteristics should the SAM tool offer?

- A. Certkiller .com will have the ability to supply a report that shows license gaps for every software edition and version.
- B. Certkiller .com will have to be prepared to provide the assets and information that are needed the ability.
- C. Certkiller .com will have the ability manually remove illegal license software.
- D. Certkiller .com will have the ability to create updates and downgrades.

Answer: A

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### **QUESTION 8:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to perform a desktop audit by asking an information technology (IT) staff member, Amy Wilson to check the every desktop and its registry. You have to justify to management why a SAM scan tool would offer a more effective and efficient auditing method than a manual audit. What reason should you use?

- A. Manual auditing only offers a snapshot of data whereas a SAM scan tool offers you ongoing, up-to-date information.
- B. Manual auditing may not cover all devices whereas an integrated scan tool forecasts when upgrades are necessary.
- C. Manual auditing is only allowed over weekends to ensure that the SAM scan tool can be function properly during working hours.
- D. Manual auditing can only be executed when the servers are shut down.

Answer: A

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**QUESTION 9:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com client wants to request a full SAM review and program. This consists of the creation of a license register and software register for 500 desktops and 50 servers. A Certkiller .com user named Dean Austin is a member of the SAM team. You check and notice that the clients company has a number of Select License agreements and Open License agreements and quite a few single license agreements. The computers and the servers are from a reputable manufacturer. The computers and the servers are configured to run Original Equipment Manufacturer (OEM) operating systems. The client gives Dean Austin all the licenses and agreements that he could find. You instruct Dean Austin to create a license register.

What should he do initially?

- A. Dean Austin should complete the register then he would be able to determine what licenses and agreements are not in place.
- B. Dean Austin should do an audit on the software and mark it off as he finds a software title.
- C. Dean Austin needs to determine how much of the license collateral provides ample proof of license.
- D. Dean Austin should check the companies COAs as it is the only evidence of a license.

Answer: C

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**QUESTION 10:**

You work as a Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to check the license agreements of the clients company. You notice a number of license overages and a 10 percent license shortage. Certkiller .com does not at present buy any volume licenses. It is your duty to inform the client of the most suitable action for him to take.

What should you advise the client?

- A. They should buy Select License agreements centrally from the parent company if the parent company is associated and entitled.
- B. There is no need to purchase more licenses since a 10 percent license gap is permitted.
- C. Open License agreements should be bought to close the compliance gap.
- D. The user should purchase System Builder licenses as soon as a new version is developed since it is cheaper than volume licenses.

Answer: A

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**QUESTION 11:**

You are employed as the Software Asset Management (SAM) consultant for Certkiller .com. The Certkiller .com network consists of 1,000 desktops and 120 servers.

You have received notification from the CIO that a client of Certkiller .com plans to migrate from Microsoft Windows 2000 to Windows XP and from Microsoft Office 2000 to Office 2003 in the next six months. You check and discover license overages and shortages in their company.

You have to describe to the client why an Enterprise Agreement is the most suitable licensing solution.

What reason should you provide to motivate your decision?

- A. You will be able to install unrestricted number copies of any Microsoft software products since it offers an easy purchasing model.
- B. It is a suitable licensing management solution since the client is compliant as soon as the software is installed under this agreement.
- C. The client can purchase up to 90 percent of the relevant licenses.
- D. It provides you with standardization and no obligation to purchase any of the relevant licenses during the agreement period. It also provides you with a payment plan that includes a fixed price for every desktop.

Answer: D

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**QUESTION 12:**

You work as the Software Asset Management (SAM) Manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to assess the number of installations of software titles on workstations to the number of installations that the license agreement permits. A Certkiller .com user named Amy Walsh is a member of the Information Technology (IT) department.

An associate company renews the subscription for the following year. You instruct Amy Walsh to review the following section of the license agreement:

3 Additional products.

Each enrolled affiliate may, during the first year of its enrollment, run for its own benefit the number of copies of each additional product ordered, in the latest version (or any prior version). Thereafter, as long as the enrolled affiliate orders L&SA for such products as required in subsection 4(b) - (d) of this agreement (Adding new additional products not previously ordered), (Adding more copies of additional products previously ordered), and (Placing annual orders), it may, during the applicable year of its enrollment (including any renewal), run for its own benefit the number of copies of each additional product ordered, in the latest version (or any prior version). If an affiliate included in any enrolled affiliate's enterprise runs any copies of an additional product under this agreement, such copies are sublicensed from that enrolled affiliate subject to the terms of this agreement.

The ability to run current or later versions of a product licensed under this agreement could be affected by minimum system requirements or other factors (e.g., hardware or other software). The right to run any product is temporary, unless an enrolled affiliate elects to obtain perpetual licenses under subsection 12(d) (Options upon completion of an initial enrollment or renewal term) below. This agreement, the applicable enrollment, and the enrolled affiliate's order confirmation described in section 5 (How to confirm orders) above, together with proof of payment, will be the enrolled affiliate's evidence of all licenses obtained under this enrollment. You inform Amy Walsh to identify the most suitable description of the associate company's licenses. This will enable you to determine how many valid rights the parent company is granted. What should she identify?

- A. If the parent company bought a license they are permitted to share the license with their associate companies.
- B. The licenses are kept on the site of the associate company. This will permit prompt service when Business Software Alliance (BSA) audits the company.
- C. The licenses that the associate company use reverts back to the parent company that keeps the original subscription agreement. This will happen as long as the associate company orders Microsoft License & Software Assurance (L&SA) for products.
- D. The associate companies can sublicense copies of the software from parent companies as long as the Business Software Alliance (BSA) approves of the arrangements.

Answer: C

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**QUESTION 13:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to start comparing the number of software installations to the number of installations that the license agreement allows on computers. During the course of the day you review the relevant portion of the license agreement as shown below.

Step 1: Enter the number of qualified users you have in your enterprise in box 6(a), and, if you are licensing the Enterprise Desktop Professional Platform Windows Operating System Upgrade or Office Professional, the number of qualified desktops you have in your enterprise in box 6(b).

Qualified Users: You represent that the total number of qualified users in your enterprise is, or will be increased to, this number during the initial term of this enrolment. (This number must be equal to at least 250 users.)

Qualified Desktops: You represent that the total number of qualified desktops in your enterprise is, or will be increased to, this number during the initial term of this enrolment. (This number must be equal to at least 250 desktops.)

You have recently received additional instruction which requires you to identify what should be included in the count of authorized licenses when purchasing Microsoft Office Standard.

What should you identify?

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

Answer: D

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#### **QUESTION 14:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Clive Wilson is a member of the SAM team. You instruct Clive Wilson to perform a full SAM review and program. This includes the creation of a software inventory for more than 1,000 desktops and servers.

Clive Wilson informs you that the scan tool has collected software information from all desktops and servers. After receiving the results from Clive Wilson you need to create a management report about the software inventory.

Which method should you use?

- A. Clive Wilson should check the purchases against the installed software report that is produced by the audit software.
- B. Clive Wilson needs to match the results of the software inventory to the license inventory.
- C. Clive Wilson should audit all the computers.
- D. Clive Wilson should produce reports by exception.

Answer: C

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#### **QUESTION 15:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Kara Lang is a junior technician on the SAM team.

You identify problems when you match the results of the software inventory to that of the license inventory. You instruct Kara Lang to recommend a change of procedures.

Which method should she recommend?

- A. She should recommend that changes in an e-mail message be sent immediately to the help desk.
- B. She should recommend changes in the management report at the end of a SAM project.
- C. She should recommend changes in scheduled meetings with managers and all role players.
- D. She should recommend that the management list their concerns in a special report.

Answer: B

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**QUESTION 16:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Andy Reid is a member of the information technology (IT) department. Certkiller .com has thus far not created policies for employee software use. You instruct Andy Reid to check the software on the Certkiller .com network. He discovers that the employees make use of unlicensed software. You inform management of the legal implications and explain to them why they should establish policies for software use.

What reason hold you use? (Choose all that apply.)

- A. Policies decrease costs by controlling the private use of software.
- B. Policies reduce the risk of unlawful usage of software.
- C. Policies make it easier to standardize software.
- D. Policies help prevent damage that is due to security issues.

Answer: A, B, C, D

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**QUESTION 17:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com client identifies a set of licensed software that he wants to scan. A Certkiller .com employee named Mia Hamm works in the information technology (IT) department. You instruct Mia Hamm to explain to the client why it is essential that a reliable and complete software register should be created.

Which motivation should she use?

- A. A unified software procurement policy will ensure security, compatibility and the best use of resources. Therefore it is a good idea to create prescriptive lists.
- B. A specialized SAM scan tool enhances the functionality of a prescriptive list and provides a software catalogs that exactly match the names of installed copies and purchased licenses.
- C. It is discouraged to scan a prescriptive list of software since the software that is not on the list could be installed anywhere in the company.
- D. She should scan the prescriptive list of software as it is unable to install the software on another computer if the license was used.

Answer: C

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**QUESTION 18:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO that a client of Certkiller .com wants to perform a scan making use of a deployment tool. A Certkiller .com employee named Andy Reid works in the information technology (IT) department. You delegate the task to Andy Reid. He discovers that the deployment tool the client wants to use is not designed for software inventories.

Andy Reid needs to inform the customer why he should invest in a separate scan tool for SAM.

What reasons should he identify? (Choose all that apply.)

- A. The SAM scan tool will permit only permit you to provide version numbers for the product.
- B. A specialized SAM scan tool improves the functionality of the present deployment tool and decrease the need for ongoing, labor-intensive reviews.
- C. Ensure that the SAM scan tool provides a software catalog or aliases that exactly match the names of installed copies and purchased licenses.
- D. You should be able to track with the SAM scan tool reports that all employees have an expensive development application installed.

Answer: B

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**QUESTION 19:**

You work are employed as a Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com consists of 250 desktops and 20 servers. A Certkiller .com user named Rory Allen is a member of the SAM team. You instruct Rory Allen to conduct a full SAM review and implement a program that is now in place.

You have received instruction from the CIO that a client wishes to migrate from an

earlier version of Microsoft Office to the version prior to the current version. There will be approximately 225 desktops affected by this migration.

The reseller of the client made a good offer for System Builder licenses for the current version of Office. It is your duty to inform the client that purchasing System Builder licenses is not a good option.

What reason can you supply?

- A. They are only allowed to purchase the System Builder licenses prior to the installation of the companies' software.
- B. They are not qualified as a system builder.
- C. They will not be able to upgrade the System Builder licenses when it has expired.
- D. These licenses are more costly than the volume licenses.

Answer: B

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**QUESTION 20:**

You are employed as the Software Asset Management (SAM) technician for Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

During a routine check up you notice that certain employees installed duplicated software privately on their work computers. A Certkiller .com client deduces that its employees do not understand the significance making use of legal software.

You need to give advice to managers how they can notify their employees regarding the legal aspects of misusing software.

How should the managers notify their employees? (Choose all that apply.)

- A. They should tell their staff that both managers and employees are lawfully accountable for the use of software in their companies.
- B. As soon as you bought the software lawfully you can install it on numerous computers.
- C. The software is protected by intellectual property law and copyright law in certain countries.
- D. Even though your software copyright violation is unlawful the Business Software Alliance (BSA) rarely prosecutes offenders.

Answer: A, C

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**QUESTION 21:**

You work as the Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have a meeting with the chief financial officer (CFO) at Certkiller .com to confer about software licensing. You have to notify the CFO about the function of a license agreement.

What comment should you use?

- 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. You can use the software on any computer that you own, as long as you follow the provisions of the license agreement.
- 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. You are allowed to make use of the owners' software under the conditions that specified in the license agreement.

Answer: D

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**QUESTION 22:**

You work as the senior Software Asset Management (SAM) Technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Amy Wilson is a junior technician in the information technology department. You instruct Amy Wilson to select a SAM tool. She needs to assess the existing or available tools at the client's location.

You inform Amy Wilson to choose a tool to support the SAM process. This tool needs to supply complete and accurate data and results.

What should she use?

- A. She needs to identify specific criteria for getting rid of tools from the list of existing or available tools at the client's location. Thereafter she can identify the best remaining tools.
- B. She should inform the client of the ability to automatically remove license-violating software.
- C. A license discrepancy report is the standard end product of a SAM process.
- D. The ability to provide a report that shows license gaps for each software edition and version.

Answer: A

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**QUESTION 23:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have recently received instruction from the Certkiller .com network CIO to have the Certkiller .com customers be able to claim additional license rights, such as secondary user rights. The Certkiller t.com customers only have one problem they can not locate their existing license documentation. You are required to advise the

Certkiller .com customers.

How should you instruct the customers?

- A. You should instruct the customer that you first require the existing license documentation in order to claim additional license rights.
- B. You should instruct the Certkiller .com customers that not managing the additional license rights centrally and updating them daily the requirements of Microsoft Select License agreements and Microsoft Open License agreements will not be met.
- C. You should instruct the Certkiller .com customers that the additional license rights are given rights and cannot be detained and no additional documentation is required.
- D. You should instruct the Certkiller .com network customers that there is no need for concern about additional license rights as the rights are not the subject of the investigation.

Answer: D

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**QUESTION 24:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Clive Wilson is a junior technician in the Software Asset Management team. You have received instruction from the CIO to make sure that the software on all the computers is accounted for in the initial inventory. You delegate this task to Clive Wilson. Clive Wilson needs to detect if the audit software is found on all the computers.

Which method should he use?

- A. Review employee expense reports. Check purchases against the installed software report that is produced by the audit software.
- B. He should insist on seeing the companies' asset registry.
- C. He needs to check the inventory and audit the software.
- D. He should insist on seeing the hardware inventory that is used in the financial statements. He needs to confirm the inventory with the IT personnel who are responsible for the hardware and software. They need to inform you how many computers are not in use and where it is stored.

Answer: D

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**QUESTION 25:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com client wants you to make certain that the software licenses are suitable and current. A Certkiller .com user named Kara Lang is a senior member of

the Software Asset Management team. You have received instruction from the CIO of the client company to identify good reasons why a comprehensive SAM program should be implemented. You inform Kara Lang to prepare a budget justification. After the compilation of the budget justification you need to present it to senior management for approval and funding.

What reasons should Kara Lang include in the justification? (Choose all that apply.)

- A. It is essential to a company's legal and financial requirements towards its shareholders.
- B. Once you registered you will receive discounts when purchasing future licenses.
- C. The program will guarantee agreement obligations and dictates to the federal law and international treaties.
- D. It is essential that you list all your associates on SAM in order to get the maximum contractual obligations to dictate to federal laws.
- E. It requires constant supervision and with no system in place to monitor it you are likely to slip out of compliance.

Answer: A, C, E

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**QUESTION 26:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to perform a full SAM review and program at the client's location. A Certkiller .com user named Amy Wilson is a member of the SAM team. You inform Amy Wilson to find out about the client's business and environment.

You instruct her to explain the characteristics, approaches and objectives of SAM to the client. Amy Wilson needs to make sure that the client understand the characteristics, approaches and objectives of SAM.

What result should Amy Wilson regard as important?

- A. There should be posters in every office that warn of the penalties of software piracy.
- B. The clients need to be informed what steps you are going to perform on the network.
- C. You should inform the client to nominate an employee that can liaise with you in order for them to fully make use of SAM.
- D. The client should be ready to supply the assets and data that are required.

Answer: D

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**QUESTION 27:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to audit the software in the company. A Certkiller .com user named Ally Wagner is a member of the information technology (IT) department. You delegate this task to Ally Wagner. She discovers that more software is installed than the licenses and proofs of purchase

You inform Ally Wagner to advise a dependable method of organizing licenses and other documentation.

What should she advise?

A. She should recommend that the license agreements and media be kept in a controlled access area. For reference and retrieval purposes a summary of the contents should be included. Notations on special provisions should also be included.

B. She should recommend that every department is responsible for their own licensing. The information should be readily available to all in that department.

C. She should recommend that they have a centralized place where they can keep the licenses and documentation.

D. She should recommend that every employee keep their own licenses and documentations in a filing cabinet.

Answer: A

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### **QUESTION 28:**

You are employed as the Software Asset Management (SAM) senior technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Rory Allen is a member of your team of expertise. You instruct Rory Allen to review all the licenses the client could find. He gathers a wide-ranging list of licenses and grants. Rory Allen then enters the information in the SAM inventory software.

Rory Allen discovers that the clients company is under licensed for certain titles and is over licensed for other titles. You inform Rory Allen to determine the amount of licenses that needs to be bought.

What procedure should he use?

A. He should determine the amount of employees and purchase enough licenses of all software to satisfy the license count.

B. He should send a survey to all employees too check whether they use the copy of the survey that is installed. He can thereafter buy licenses for the employees who make use of the software and the remove the software on the workstations of those that does not make use of it.

C. He should insist on an external audit and purchase enough licenses of all software to satisfy the license count.

D. He should create the complete software inventory and see which licenses are missing; thereafter the departmental head can decide whether they should buy that license or declare the software as redundant.

Answer: B

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**QUESTION 29:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com invested in a service desk. The service desk makes use of call-logging software and ticket-recording software and is fully functional. The service desk software forms part of a bigger suite of software that includes SAM modules. This software is part of a larger suite of software that consists of SAM modules.

A Certkiller .com user named Rory Allen is a member of the information technology (IT) department. The SAM modules have not been implemented by the client. The client wants to reduce the costs by deploying a tool from another merchant than their existing supplier that will meet the functional specification.

You instruct Rory Allen to propose an integrated, fully functional solution. Rory Allen has to choose what the best solution will be for the client.

What should he choose?

- A. He should consult the budget of the client and decide which tool will meet the criteria.
- B. He should consult the references that are provided by the merchants in connection with the costs and benefits for every solution.
- C. He should insist that they supply him with performance assessments of their product.
- D. He should do market research regarding the two products and check the case studies that were conducted.

Answer: B

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**QUESTION 30:**

You work as the Software Asset Management (SAM) Manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network consists of 250 desktops of different ages and specifications and 25 servers.

A Certkiller .com client wants to implement a SAM tool. This tool is for the monitoring of the client's software and hardware. A Certkiller .com user named Andy Reid is a member of the SAM team. The Business-critical operations are run on the network that has a restricted bandwidth.

Andy Reid needs to propose a SAM monitoring process to the client that does not influence the company's business operations.

What should he propose?

- A. He should recommend that the scan be run at set intervals.
- B. He should recommend that a scan tool be installed in the Active Directory on the terminal server.

- C. He should recommend a scan tool that makes use of active interrogation and disperses the load during the day.
- D. He should recommend that a login script be used.

Answer: C

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**QUESTION 31:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Kara Lang is a member of the SAM team. You instruct Kara Lang to do an audit. The result of the audit shows that the employees keep a copy of the software at their desks.

You review the applicable section of the license agreement as shown below.

Re-imaging rights. If an enrolled affiliate or any affiliate included within its enterprise has licensed products from an original equipment manufacturer (OEM), through a retail source or under any Microsoft program other than this Enterprise Subscription Agreement program, it may use copies made from the media provided through that separate source, so long as it complies with the following restrictions.

- (i) The enrolled affiliate must have obtained a separate license from the separate source for each copy being replaced.
- (ii) The product, language, version and all components (in the case of product suites, such as Office) of the copies made from the media provided by under an enrollment must be identical to the product, language, version and all components of the copies they replace.
- (iii) In the case of copies licensed from an original equipment manufacturer (OEM) or through a retail source, in addition to the other conditions outlined in this subsection 10(c), the product type (e.g. upgrade or full license) of the copies made from the media provided under an enrollment must be identical to the product type they replace. However, an enrolled affiliate may use copies of a desktop operating system made from the media provided under its enrolment in place of copies of the same desktop operating system obtained from the separate source, even though they may be of different types (i.e. one may be an upgrade and the other a full license), provided that the product, language and version are identical.

The use of any copies made under this subsection 10(c) is subject to the terms and use rights provided with the copies being replaced, and nothing in this subsection creates or extends any warranty or support obligation.

Managements want you to identify the most suitable description when a user is allowed to copy licensed software, according to the license agreement

What should she identify?

- A. The license purchase history will ensure that the license discrepancy report accounts for the full upgrade path of the licenses.
- B. 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).
- C. Enter the license information into a spreadsheet or database that is grouped by license type and agreement type.

D. The associate company has a separate license from a separate source for every copy that is being replaced.

Answer: D

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**QUESTION 32:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Amy Wilson is a member of the SAM team. You instruct Amy Wilson to determine when language data needs to be incorporated in a license inconsistency report for a license and software registry. When should the language information be included?

- A. The language information should only be included when the software is bought outside the European border.
- B. Language data should not be incorporated in the license discrepancy report.
- C. This scan tool enhances the functionality of the various deployment tools on the company network and will thus be able to collect the language information that is needed in the license discrepancy report.
- D. As soon a client purchases licenses for products in more than one language the language information should be incorporated in the license discrepancy report.

Answer: D

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**QUESTION 33:**

You are employed as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Andy Reid is a member of the Software Asset Management team. You instruct Andy Reid to assess the amount of software title installations on computers to the amount that is permitted by the license agreement.

Andy Reid reviews the following section of the license agreement:

7. Core User CAL License Grant - what you are licensed to run. These terms supersede the corresponding license grant in the Enterprise Agreement (temporary and perpetual), solely with respect to the Core User CAL. Upon our acceptance of this enrollment, you have the following right during the term of this enrollment:

You may allow each qualified user to access server software as specified by the Core User CAL. By including affiliates in your enterprise, you sublicense Core User CALs to each of them subject to the terms of this enrollment and the Enterprise Agreement.

Notwithstanding anything to the contrary in the Enterprise Agreement, upon the satisfaction of the obligations identified in section 6 (License Grant - what your enrolled affiliates are licensed to run), you will have perpetual licenses for the latest version (or any prior version) of the Core User CAL available as of the date of expiration, renewal or termination of this enrollment in a number

equal to the total number of qualified users covered by this enrollment. For purposes of this provision, the Core CAL will be deemed to have, with respect to each Core CAL server software product, the same version number as the latest version of that software product that is made available during the term of this enrollment.

Andy Reid needs to determine what software versions Certkiller .com can run. What should he identify?

- A. Certkiller .com has perpetual licenses for the most recent version or for any previous version that is identified in the Core User Client Access License (CAL).
- B. The customer should review the relevant licensing information and the use CALs on a previous version when they make use of a server.
- C. CALs are a distinct and important component of some publishers' licensing agreements and are able to run on any version of software.
- D. Certkiller .com is able to run any version of the software on their computers as long as it complies with Business Software Alliance (BSA).

Answer: A

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#### **QUESTION 34:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You check the system and notice that a number of ex employees kept copies of licensed software on their portable computers. A Certkiller .com user named Mia Hamm is a member of the Software Asset Management team. You instruct Mia Hamm to make sure that employees remove the software from their home computers or portable computers when they leave the company.

What should she do?

- A. You should inform the employer with a letter that all software must be returned before a severance package will be paid to the employee.
- B. The security personnel should escort the employee to his home to retrieve the company property.
- C. She should ensure that an agreement is included in the exit interview that state that all company property as well as software that was loaned for home use is returned.
- D. If the employee is unwilling to return the software you should take legal action to obtain the companies properties.

Answer: C

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#### **QUESTION 35:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The scan tool Certkiller .com currently uses offers in-depth version information. It contains version numbers for the products as well as version numbers for the file and the edition of the product. A Certkiller .com employee named Andy Reid works in the Software Asset Management department.

You have received instruction from the CIO to identify the scanned version information that is essential to track for the purposes of SAM. You delegate the task of identifying the data that is essential for the purposes of SAM to Andy Reid.

What data should he identify?

- A. Andy Reid should identify the file version number.
- B. Andy Reid should identify the edition and product version information.
- C. Andy Reid should identify the primary version numbers for the product.
- D. Andy Reid should identify product version numbers.

Answer: B

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**QUESTION 36:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to analyze software and license inventories. A Certkiller .com employee named Andy Booth works in the information technology (IT) department. You instruct Andy Booth to consolidate and complete a license purchase history. You need this information before you are able to print a license discrepancy report.

Why should a license purchase history first be done?

- A. It will provide a partial accounting for all licenses held by the company.
- B. It enables the company to use surplus licenses to make up for license shortfalls.
- C. It will guarantee that the license discrepancy report accounts for the full upgrade path of the licenses.
- D. It does not include data regarding Update versions, Software Assurance, and Upgrade Advantage.

Answer: C

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**QUESTION 37:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A junior technician of Certkiller .com, Amy Walsh, works in the information technology (IT) department. Amy Walsh reviews the license collateral. She has a suspicion that a number of Microsoft installation media is an imitation. She informs you about her suspicion. You need to find a way to determine whether the media is

an imitation.

What should you do?

- A. You should check with the Business Software Alliance (BSA) to determine whether the software was legally bought by the client.
- B. You should check if the client has perpetual licenses for the latest version or for any previous version that is specified in the Core User Client Access License (CAL).
- C. You should send the software to the legal and corporate affairs department at the Product Identification (PID) office for investigation.
- D. You should inform the client to destroy the suspected licenses, because counterfeit licenses can be dangerous to the company if they are discovered.

Answer: C

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### **QUESTION 38:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to analyze the software and license inventories. A Certkiller .com employee named Ally Wagner works in the information technology department. You delegate this task to Ally Wagner.

Ally Wagner needs to design the start of a management report and make a decision on what data should be added in the beginning of the report.

What should she do?

- A. She should add the license history and check whether additional license rights are not managed centrally and updated daily and list the unassigned versions from different cost centers.
- B. She should start by incorporating an executive summary that briefly discusses the appropriate findings and the practice of the project.
- C. She should check the license purchase history to ensure that the license discrepancy report accounts for the full upgrade path of the licenses.
- D. She should include a summary of your ability to create a license history for automated updates and downgrades.

Answer: B

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### **QUESTION 39:**

You work as the Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO that the company has server software that requires a client access license (CAL) for every user. You notice that the software does not leave an identifiable file of the user device to show that the server

software is accessed.

You inform one of the junior technicians to determine the client's liability for CALs.

Your technician needs to detect whether a device may need CAL.

Which should you use?

- A. You need to run a survey to determine whether CALs are necessary.
- B. You need to monitor the peak number of concurrent users who are connected to the servers that host the software.
- C. You should monitor the users Internet access to determine if they connect to the server.
- D. You should assess the network traffic.

Answer: B

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#### **QUESTION 40:**

You work as the Software Asset Management (SAM) manager at Certkiller .com.

The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has bought software licenses through a number of channels as well as traders since its beginning. Certkiller .com does not make use of a common method for software procurement. This resulted in the fact that the most cost-effective source was not always used.

Various departments within the company are opposed to making use of a common method for procurement. You need to advise a more cost-effective method for software procurement to these departments.

What should you advise?

- A. You should insist that software can only be purchased when the hardware is purchased.
- B. You should insist that software can only be purchased from the Original Equipment Manufacturer (OEM).
- C. You should purchase volume licensing agreements.
- D. You should insist that they purchase their software online.

Answer: C

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#### **QUESTION 41:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Software and license registers are completed by a junior technician at Certkiller .com. You have received instruction from the CIO to guarantee that all the entries in the license register automatically match entries in the software register. This will ensure that no extra work is necessary to get a match.

You need to identify ways to achieve this goal? (Choose all that apply.)

- A. All the software should contain license types in order to meet the requirements.
- B. You need to make sure that the names of the software should be scanned on the desktops and the servers should exactly match the names in the license registry.
- C. You need to make sure that the scan tool offers a software catalog that precisely match the names of installed copies and purchased licenses.
- D. You need to make sure that the scan tool enhances the functionality of the existing deployment tool in order to provide data on versions, patches, and service releases.

Answer: B, C

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**QUESTION 42:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to conduct software and license inventories. A Certkiller .com user named Clive Wilson is a member of the Software Asset Management team. You delegate this task to Clive Wilson.

Clive Wilson notices that the client makes use of three or more different versions of an application. He notices that the client only has a license for the most recent version. You instruct Clive Wilson to create a management report that advises a suitable method to resolve this problem.

What should he advise?

- A. He should advise the client to buy the licenses for the other versions.
- B. He should advise standardization on the latest version.
- C. He should interview the employees to determine what version they prefer and then purchase a license for that version.
- D. He should inform the finance department that he wants to purchase licenses in order for them to put it on the next budget.

Answer: B

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**QUESTION 43:**

You are employed as a Software Asset Management (SAM) consultant for Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Amy Wilson is a member of the Software Asset Management Team. You instruct Amy to perform software and license inventories. Amy Wilson determines that Certkiller .com never bought client access licenses (CALs) for Microsoft Exchange Server and Microsoft Windows Server.

You instruct Amy Wilson to create a management report that would recommend a suitable way to avoid future licensing shortages.

What should she do?

- A. You should recommend that they assign a member of the information technology (IT) department to be in charge of CALs.
- B. She should recommend that they purchase for every client computer their own licenses.
- C. Relevant licensing data should be reviewed by the client as well as the usage of CAL when they make use of a server.
- D. The auditors should authenticate license documentation.

Answer: C

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**QUESTION 44:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to that a client wants to upgrade numerous computers from Microsoft Office 95 to Office 2003. A Certkiller .com user named Kara Lang is a member of the Software Asset Management (SAM) team. You receive notification that the client is uncertain which upgrade options are available.

You delegate this task advising an upgrade option for the client to Kara Lang. Which option should she advise?

- A. The client should purchase an Office 2003 Version Upgrade and use Office 95 as the upgrade product.
- B. The client should purchase Office 2000 Version Upgrade and the appropriate software licenses.
- C. The client should purchase a new license of Office 2003 since Office 95 is not a qualifying product for Office 2003 Version Upgrade.
- D. The client should purchase Office 2003 Version Upgrade and use Office 95 as Software Assurance.

Answer: C

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**QUESTION 45:**

You are employed as the Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The client provides you with evidence that Original Equipment Manufacturer (OEM) copies of Microsoft Office 97 Standard were bought with hardware that their company recently discarded. The client wants to make use of these copies of Office 97 Standard to buy version upgrades of Office Professional 2003.

A Certkiller .com user named Rory Allen is a member of the SAM team. You instruct

him to inform the client how they can accomplish a valid upgrade path.  
What should he tell the client?

- A. 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 for the hardware.
- B. The OEM media should be used as a qualifying upgrade product in order for the client to install the version upgrades.
- C. The OEM software is linked to the hardware. You are only allowed to use the hardware that was purchased with the OEM software.
- D. The OEM software is linked to the hardware. You are only able to make use of the OEM software on any hardware.

Answer: C

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**QUESTION 46:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Andy Reid is a junior technician in the information technology (IT) department. You instruct Andy Reid to perform a SAM review. Andy Reid needs to examine the effectiveness of software purchasing policies at Certkiller .com.

Which process should he use?

- A. Andy Reid should have an audit on the software.
- B. Andy Reid should interview all employees that bought software and demand the software licenses from them.
- C. Andy Reid should insist that only the purchasing managers are permitted to buy software.
- D. Andy Reid should track the audit trail for purchasing software. He should check for software purchases through a central purchasing department as well as the compensation of software that is bought and reported on employee expense reports.

Answer: D

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**QUESTION 47:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. The Certkiller .com network consists of 250 desktops and servers. A Certkiller .com user named Rory Allen is a member of the information technology department. You discover that the client cannot afford a SAM tool. You instruct Rory Allen to execute a software inventory.

What should he do?

- A. He needs to inform the client that without a SAM tool, the client is in danger of making the wrong and expensive decisions on estimated or out-of-date data.
- B. He needs to inform the client to purchase a SAM tool will reduces the requirement for ongoing, labor-intensive reviews.
- C. He needs to inform the client that the integrated scan tool forecasts when upgrades are necessary.
- D. He should insist that the client purchase a SAM tool.

Answer: A

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**QUESTION 48:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com employee named Dean Austin is a technician in the information technology department. You have received instruction from the CIO that a client wishes to implement a SAM policy. The client does not see the need to implementing a SAM scan tool. Dean Austin needs to give a reason to the client why a SAM scan tool is a sensible investment.

Which reason should he use?

- A. This scan tool enhances the functionality of the various deployment tools on the company network.
- B. This scan tool will provide a software catalog or aliases that exactly match the names of installed copies and purchased licenses.
- C. This scan tool decreases the need for ongoing, labor-intensive reviews.
- D. This scan tool can be installed without interrupting the service.

Answer: C

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**QUESTION 49:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Clive Wilson is the junior technician at Certkiller .com. He is a member of the SAM team. You have been informed by the CIO that Certkiller .com wants to produce receipts and licenses that show the legal proof of ownership and the right to use the software. You instruct Clive Wilson to make sure that Certkiller .com sustains effective SAM records.

Which should he use?

- A. He should ensure that all the licenses are kept at a protected location.
- B. He should store the data on a Microsoft Excel spreadsheet.

- C. He should ensure that all the licenses are kept on a secured computer and make sure that the audit trail only shows the original purchase to the present day.
- D. He should audit the financial records and the license agreements to detect if there an audit trail from the original purchase through the upgrades to the present day.

Answer: D

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**QUESTION 50:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You received a telephone call from a client who wants to know whether she is able to buy System Builder licenses of the most recent version of Microsoft Office Professional and use Microsoft Office 97 Professional afterwards.

The client is unable to buy Office 97 Professional because the product is out of stock. A Certkiller .com employee named Dean Austin works in the information technology (IT) department. You instruct Dean Austin to advise the client what actions they should take.

What should he recommend?

- A. Dean Austin should recommend that they purchase System Builder products for future needs, because this alternative is the best for budgeting purposes.
- B. Dean Austin should recommend that they buy volume licenses. System Builder licenses does not offer downgrade rights.
- C. Dean Austin should recommend that they buy the current versions of Office Professional and install it on the computers. This will automatically upgrade and downgrade the licenses.
- D. Dean Austin should recommend that they purchase System Builder products because volume licenses are more expensive. System Builder licenses do not offer downgrade and upgrade rights.

Answer: B

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**QUESTION 51:**

You work as the Software Asset Management (SAM) consultant for Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO of Certkiller .com to perform a full SAM review and program. You need to perform a review of the companies SAM policies and procedures.

You delegate the task of detecting how the procedures are implemented at Certkiller .com to your subordinate, Kara Lang. You instruct Kara Lang to identify the method that will give the most dependable results.

What method should Kara Lang recommend?

- A. She should advise you to interview all role players that are involved with the implementation of policies and procedures in the company.
- B. She should recommend that interviews be performed with all employees of Certkiller .com in the pertinent departments.
- C. She should recommend that the behavior of the marketing department be monitored.
- D. She should recommend that the behavior of the managers involved in policy making be monitored.

Answer: B

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**QUESTION 52:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com makes use of a Select 5 License agreement. A client of Certkiller .com purchases Microsoft Office 2000 Professional but makes use of Office 97 Standard.

A Certkiller .com user named Dean Austin is a member of the Software Asset Management team. You delegate the task of explaining why the downgrade is allowed to Dean Austin.

What valid reason can Dean Austin use?

- A. The clients can downgrade or upgrade to any version of the Microsoft software since it is compatible with all versions.
- B. The client needs to approach Microsoft to get permission to upgrade or downgrade to another version.
- C. The Product Use Rights (PURs) of the Select 5 License agreement and the exception installation data provides the client the right to downgrade to older versions. It also permits the client to install components of a version in order to use an older version or product.
- D. The End-User License Agreements (EULAs) of Office 2000 Professional provides clients the opportunity to downgrade to earlier versions. It also provides the client with the opportunity to install components of a version in order to use a minor version or product.

Answer: C

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**QUESTION 53:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com employee named Mia Hamm is a junior technician in the information technology department. You have received instruction from the CIO to standardize the arrangements for the retention of license collateral

Where should Mia Hamm retain the license collateral?

- A. She should keep it with the licenses.
- B. She should advise that they keep the license collateral in the auditing department.
- C. Every employee should have a cabinet where they can keep their licenses.
- D. She should advise that they keep it in a protected centralized storeroom.

Answer: D

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**QUESTION 54:**

You are work as the as Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com bought used software. The CIO informs you that the institute purchased illegal software. You inform the CIO how to identify illegal software. What statements should you identify? (Choose all that apply.)

- A. It is illegal to buy single parts of bundled products, such as manuals, Certificates of Authenticity (COAs), End-User License Agreements (EULAs) or data.
- B. It is illegal to buy used software.
- C. It is illegal to buy copied software CD-ROMs.
- D. Illegal software often looks like the original software and the prices are very low.

Answer: A, C, D

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**QUESTION 55:**

You are employed as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to analyze the software installed on the Certkiller .com network. A Certkiller .com user named Ally Wagner is a junior technician in the information technology (IT) department. You delegate this task to Ally Wagner. She discovers that there are computers on which a lot of unrelated titles are found.

You instruct Ally Wagner to provide a list of the computers to management in order for them to take the necessary action against employees who regularly abuse the policy. Ally Wagner needs to inform management what steps they can take. What should she recommend? (Choose all that apply.)

- A. She should propose that management develop a training program to notify their workers regarding the correct usage of software.
- B. She should propose that management post their names on the notice boards as a warning for other employees who want to make the same error.
- C. Management should follow the human resources policies and procedures in order to

take disciplinary actions.

D. She should insist that management audit the identified computers monthly and identify regular offenders.

Answer: A, C, D

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**QUESTION 56:**

You are employed as a senior technician at Certkiller .com. You work in the Software Asset Management (SAM) department. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com client chooses to ignore the installed software and licenses that are not on the list of approved software. A Certkiller .com user named Amy Wilson is a junior technician at Certkiller .com. You instruct Amy Wilson to create a license inventory.

You inform Amy Wilson to persuade the client not to ignore the installed software and licenses that's not on the list of approved software.

What should she do?

A. She should inform the client that it is sometimes a good idea to ignore licenses since it will reduce the changes of viruses on the system.

B. She should inform the client that it is a bad idea to ignore licenses. If they don't adhere to the policy they should be reported to the Business Software Alliance (BSA).

C. She should inform the client that it is sometimes a good idea to ignore licenses as long as you are a member of the Business Software Alliance (BSA).

D. She should inform the client that it is a bad idea to ignore licenses. They should enter all the licenses even if they are not on the approved list.

Answer: D

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**QUESTION 57:**

You work as the Software Asset Management (SAM) manager at Certkiller .com.

The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to define the differences between a subscription license and a perpetual license. Certkiller .com user named Kara Lang is a member of the information technology (IT) department.

You inform Kara Lang to sort the number of subscriptions from the number of licenses. Kara Lang compares the number of subscriptions to the number of installed software copies. She reviews the following section of the license agreement as shown below:

2. How the Enterprise Subscription Agreement program works.

The Enterprise Subscription Agreement program gives sutome4rs that wish to license one or more of Microsoft's platform products on a subscription basis across their enterprise the means to ensure that their entire enterprise will be licensed (to license a product on a subscription bases

means that the right to run the product is non-perpetual and continues only during the term of an enrollment). You and your affiliates can participate in this [program by submitting one or more enrollments under this agreement. On the enrollment, the enrolled affiliate will designate the scope of its enterprise and make the initial selection of enterprise products and any additional products it wishes to license. Each enrollment must include at least one of those products that we make available to license as an enterprise product. In some cases, the enrolled affiliate may have the option to purchase Services through an enrollment. We may refuse to accept an enrollment if we have a business reason for doing so.

You instruct Kara Lang to define the differences between a subscription license and a perpetual license.

What differences should she identify?

- A. With a subscription license you are permitted to run the product is permanent while a perpetual license applies to boxed software.
- B. With a subscription license you are permitted to sublicense copies from other licenses while a perpetual license do not have set terms.
- C. With a subscription license you are permitted to use the software for three years while with a perpetual license is only valid for one year.
- D. With a subscription license you are permitted to run the software during the term of enrolment while perpetual licenses do not have a set term.

Answer: D

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### **QUESTION 58:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

One of the operating units of Certkiller .com is divested. There is a divestiture agreement in place at Certkiller .com. The operating unit therefore, keeps its computer equipment and software applications.

A Certkiller .com employee named Amy Walsh works in the Software Asset Management department. You inform her to review the pertinent section of the license agreement as shown below:

#### 11. Transferring Licenses.

An enrolled affiliate may not transfer any licenses acquired under this agreement except by obtaining perpetual licenses under section 12(d) (Options upon completion of an initial enrollment or renewal term) and transferring them in accordance with the procedures described in this subsection.

You instruct Amy Walsh to identify the rights that are granted to the original entity by a perpetual agreement. You have to make sure that software license compliance of Certkiller .com is maintained.

What should she identify?

- A. She should identify the right to install the original product on a computer after the upgrade rights are procured for the other workstations.

- B. As long as the requirements of the license agreement are followed she should identify the right to make use of the product without a time limit.
- C. She should identify the right to use the product on at the same time on all the computers.
- D. As long as the user of the license agrees to purchase the System Builder licenses as soon as a new version is developed.

Answer: B

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**QUESTION 59:**

You are employed as the Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is divided into five subsidiaries. Software purchases are done separately at every subsidiary. In Certkiller .com the purchasing procedure is not well organized.

Software is purchased on request through the five subsidiaries. You have received instruction from the CIO to review and centralize the software purchasing procedure of Certkiller .com.

Identify the actions that you should execute? (Choose all that apply.)

- A. An overview of the purchasing behavior needs to be obtained of all the subsidiaries.
- B. Follow the audit trail for purchasing software. Look for software purchases through a centralized department in order to follow an audit trail for the purchasing software.
- C. You need to analyze how demand is measured and revisit the purchasing procedure constantly.
- D. The dependencies of the purchasing process needs to be identified.

Answer: A, C, D

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**QUESTION 60:**

You work as the Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com has 400 desktops and 30 servers. You learn that there are overages and shortages at Certkiller .com. The licenses were bought at the lowest possible price. A large amount of Microsoft Office software was bought as System Builder licenses.

A Certkiller .com user named Rory Allen is a member of the SAM team. You instruct Rory Allen to send a number of licenses to Microsoft Product Identification (PID). He discovers that some of those licenses are counterfeited.

He detects school versions that were bought as Full Package Product (FPP). Rory Allen discovers that the reseller was a brother of the former chief operations officer (COO). You instruct Rory Allen to advise the client on the most suitable action to

take.

What should he advise?

- A. The former chief of operations officer should get the licenses from the respectable dealers.
- B. By making use of volume licenses they should create and implement a tailored purchase model.
- C. He should report the company at the Business Software Alliance (BSA).
- D. He should advise the client to see legal assistance.

Answer: B

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### **QUESTION 61:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Clive Wilson is a member of the SAM team. You instruct Clive Wilson to perform a full SAM review and program. This includes the creation of a software inventory for more than 1,000 desktops and servers.

Clive Wilson informs you that the scan tool has collected software information from all desktops and servers. After receiving the results from Clive Wilson you need to create a management report about the software inventory.

Which method should you use?

- A. Clive Wilson should check the purchases against the installed software report that is produced by the audit software.
- B. Clive Wilson needs to match the results of the software inventory to the license inventory.
- C. Clive Wilson should audit all the computers.
- D. Clive Wilson should produce reports by exception.

Answer: C

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### **QUESTION 62:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A client of Certkiller .com purchases licenses through the companies Enterprise Resource Planning (ERP) system. The client has proof of purchasing licenses through a volume license agreement

A Certkiller .com employee named Amy Walsh works in the information technology (IT) department. The client informs you that the license confirmations cannot be found. You instruct to advise the client on the best method for obtaining a complete license registry in a short period of time.

Which methods should she advise the client on? (Choose all that apply.)

- A. The reseller should be contacted that supplied the license and requests duplicate license confirmations.
- B. The client should check for similar software and photocopy the license conformations and attach it to the purchased data for validity.
- C. The ERP purchase information is an adequate proof of purchase.
- D. The client should purchase more software licenses to make up for the shortfall.
- E. She should inform the client that the license collateral provide adequate proof of license.

Answer: A, C

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**QUESTION 63:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to perform a software inventory and audit. Management wants you to include company servers in the inventory. A Certkiller .com user named Amy Wilson is a member of the Research and Development department.

You instruct Amy Wilson to detect the types of computer are free from the automatic scan. However, she should ensure that those computers are included on the software inventory manually.

What computers should she identify?

- A. She should identify all the file servers.
- B. She should identify the servers that are used for dedicated line-of-business applications.
- C. She should identify all the system servers.
- D. She should identify terminal servers.

Answer: B

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**QUESTION 64:**

You are employed as a Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to audit the software license compliance. While doing the compliance test an employee from Certkiller .com, Andy Booth, reports that he has data that he wants to give you. Andy Booth wants to be assured regarding the confidentiality of the data. You direct Andy Booth how he should proceed.

What should he do?

- A. You should advise Andy Booth to speak to his union representatives.
- B. You should advise Andy Booth to Certkiller .com's whistle-blower hotline or to the policy document that describe the whistle-blower protection.
- C. You should advise Andy Booth to seek advice from a legal advisor.
- D. You should advise Andy Booth to speak to his line manager.

Answer: B

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**QUESTION 65:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A written Certkiller .com policy allows users to utilize and install only authorized software. A Certkiller .com user named Andy Reid is a member of the Software Asset Management team. You instruct Andy Reid to determine whether the employees of Certkiller .com follow the written policy in practice.

What should he do?

- A. He should interview a few employees and enquire what they do to when they want or require software.
- B. He should interview top management and work with them to create policies and procedures.
- C. He should assign the written policy to the strategic manager in order to determine what he does when a request comes through for software from the various departments.
- D. He should interview the senior manager and determine what criteria he uses to monitor whether the employees adhere to the written software policy.

Answer: A

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**QUESTION 66:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to perform a full SAM review and program. A Certkiller .com user named Mia Hamm is a member of the SAM team. You instruct Mia Hamm to identify the product data that should be kept in the license inventory database to match the scan with the purchase data.

Which data should Mia Hamm identify?

- A. She should identify the publisher to list of all purchased volume licenses.
- B. She should identify the file version numbers and the edition.
- C. She should identify the program name and edition, the version, the publisher, the language, and the platform.

D. She should identify purchased service pack.

Answer: C

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**QUESTION 67:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Kara Lang is a junior technician on the SAM team. You instruct Kara Lang to perform a full SAM review and program. This will consist of the creation of a license register and software record for 600 desktops and 30 servers.

You inform Kara Lang to explain to the client the reason why client access licenses (CALs) should be incorporated in the register. They should incorporate it even though the CAL cannot be scanned for an automated match.

Which motivation should she use?

- A. The customer should review relevant licensing information and the use of CALs when using a server.
- B. The company can run any software versions that are specified in the Core User Client Access License (CAL) on any computer.
- C. Client Access Licenses cannot be scanned and should therefore be included in the register.
- D. Client Access Licenses are a distinct and significant factor of a number of publishers' licensing agreements.

Answer: D

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**QUESTION 68:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is an investment company. Apart from being an investment company they also create propriety applications. A Certkiller .com user named Andy Booth is a member of the SAM team.

Andy Booth runs a scan tool. He comes to the conclusion that every user has a costly development application installed. You have a suspicion that this report is incorrect. What the cause of this problem?

- A. A specialized SAM scan tool enhances the functionality of the hardware that runs on some user systems.
- B. The application makes use of run-time components that scans the report as the full application.
- C. A specialized SAM scan tool reduces the need for ongoing loading of software as

report is scanned and circulated to others simultaneously.  
D. A SAM scan tool provides ongoing, up-to-date information.

Answer: B

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**QUESTION 69:**

You work as the senior Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to create a full SAM review and program including the creation of license inventory and software inventory for 520 desktops and 45 servers for Certkiller .com customers. Certkiller .com makes use of several Select License agreements and Open License agreements, as well as hundreds of single license agreements.

Certkiller .com has ensured that the customers have collected all the licenses and agreements that could be found on the computer. During the course of the day you came to suspect that some licenses are counterfeit. You are required ensure that there are no counterfeit licenses.

What should you do?

- A. You should protect your customers whilst asking the customer to destroy the suspected licenses as the counterfeit licenses can be dangerous to the company if discovered.
- B. The suspected license should be reported to the company's financial auditor.
- C. You should report the Certkiller .com customer to the Business Software Alliance (BSA).
- D. You should assume that the suspected license are valid and give the Certkiller .com customer the benefit of the doubt.

Answer: D

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**QUESTION 70:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to perform a SAM review. A Certkiller .com user named Clive Wilson works in the information technology (IT) department. You instruct Clive Wilson to examine the effectiveness of the processes and controls for software license compliance.

Which process should he use?

- A. In due course Clive Wilson should evaluate the software inventory reports. He should make a note of the instances in which more copies of the software applications are in use than licensed.

- B. The information technology (IT) department should evaluate the data. A record needs to be made of all the software in the company.
- C. Clive Wilson should evaluate human resources (HR) departmental records. A note should be made of the employees who defied the SAM policies.
- D. In due course Clive Wilson should evaluate the software inventory report. A note should be made of the employees who defied the SAM policies.

Answer: A

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**QUESTION 71:**

You work as the Software Asset Management (SAM) manager at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to start a SAM review and project for your client. A Certkiller .com user named Amy Walsh is a member of the information technology (IT) department. Amy Walsh detects that the SAM project sponsor does not have any support for the project from all the management levels in the company.

You want to make sure that the organization is dedicated to using good SAM practices. You instruct Amy Walsh to determine the most logical indicator that SAM is taken seriously in the organization.

What should she do?

- A. She should assign the written policy to the strategic manager in order to determine what he does when a request comes through for software from the various departments.
- B. Ask the company's independent auditors to give you a quarterly report about adherence to SAM policies and procedures.
- C. Employees should be informed by top management that the installation of non-standard software is prohibited.
- D. She should ensure that the software policy is signed off by a senior manager preferably at board level.

Answer: D

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**QUESTION 72:**

You are employed as a Software Asset Management (SAM) consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to conduct a full SAM review and program. This will comprise of a review of the Software Asset Management policies and procedures. Rory Allen is a member in your team of experts.

A Certkiller .com client agrees to the review and provides you with all the available policies and procedures. You instruct Rory Allen to make sure that the policies and procedures are correct, complete and implemented.

What should he do? (Choose all that apply.)

- A. The internal auditors should be interviewed to establish their findings about adherence to SAM policies and procedures.
- B. Rory Allen should check how the license monitoring system is installed on the workstations at every client site.
- C. The employees should be interviewed to detect how the processes and procedures are implemented as well as the work habits of the employees should be monitored.
- D. Rory Allen should examine the policies and procedures for purchasing, deployment, documentation as well as usage for incomplete and missing elements.

Answer: C, D

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**QUESTION 73:**

You work as the Software Asset Management (SAM) technician at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The software procurement of Certkiller .com is performed manually by using a paper-based request method. The process is slow and tedious. The paperwork is often misplaced. You have received instruction from the CIO to recommend a characteristic of a SAM tool that will allow Certkiller .com to decrease software procurement costs.

What characteristic should you identify?

- A. You should recommend the integration of software license shortfall reports with the current line-of-business applications.
- B. You should recommend that unauthorized software and the delivery of discrepancy reports are automatically forwarded to the Business Software Alliance (BSA).
- C. You should implement a system that can detect any software that is not approved by the line managers.
- D. You should assign administrative permissions to line managers only.

Answer: A