



# QUESTION & ANSWER

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**Exam : CIS-SAM**

**Title : Certified Implementation  
Specialist – Software Asset  
Management**

**Version : DEMO**

1.Which of the following are NOT features of the Publisher workbench navigation tree? (Choose two.)

- A. Expand and collapse tree links
- B. List of all publishers
- C. Software model compliance icons
- D. Filter products
- E. Compliance toggle switch
- F. List of all publishers out of compliance

**Answer:** B,F

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/concept/sam-license-workbench.html>

2.Reclamation rules can be applied to what types of software? (Choose two.)

- A. Subscription software
- B. End-of-life software
- C. Blacklisted software
- D. Installed software
- E. Free-ware software

**Answer:** A,E

3.What list can include manual creation, remediation options, and reclamation rules?

- A. Software Models Results
- B. Blacklisted Installations
- C. Removal Candidates
- D. Software Usage

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t\\_ViewSWModelResults.html](https://docs.servicenow.com/bundle/orlando-software-asset-management/page/product/software-asset-management2/task/t_ViewSWModelResults.html)

4.What is a first key step prior to uploading your entitlement import data via the ServiceNow-provided template?

- A. Ensure you have filled out every field in the template file
- B. Ensure the entitlement data is listed on the first tab of the template file
- C. Ensure you have downloaded and used the latest version of the template file
- D. Ensure you have the sam\_user role assigned to you

**Answer:** B

5.A software model can have up to how many catalog items?

- A. 1
- B. 2
- C. 6
- D. 10
- E. Unlimited

**Answer: A**