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**Vendor:**ISEB

**Exam Code:**BH0-005

**Exam Name:**ISEB Certificate in Software Asset  
Management Essentials

**Version:**Demo

### QUESTION 1

As part of the staying there phase of implementation, it is essential that SAM processes are institutionalised and become part of what?

- A. Everyone's everyday job
- B. Standard operating procedures.
- C. ICT
- D. Project planning.

Correct Answer: A

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### QUESTION 2

The following SAM objective is part of which implementation stage? "Review of the risk register and the implementation of software risk mitigation actions using cost justifiable countermeasures".

- A. Staying there
- B. Getting there
- C. Preparation
- D. Proving you are staying there.

Correct Answer: B

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### QUESTION 3

What is important to establish within an organisation before buying any SAM tool?

- A. Funding
- B. Culture
- C. Technology framework
- D. Business Case.

Correct Answer: B

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### QUESTION 4

Which of the following does ITIL recommend the use of for the management of software assets?

1. Definitive Software Library
2. Configuration Management Database

- A. 1 only
- B. 2 only
- C. Neither
- D. Both.

Correct Answer: D

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#### **QUESTION 5**

Which of the following activities are elements of the SAM Relationship Management processes?

1.Contract management 2.Supplier management 3.Status Accounting 4.Asset Identification

- A. 1 and 2
- B. 1, 2 and 3
- C. 3 and 4
- D. All.

Correct Answer: A

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#### **QUESTION 6**

Which of the following candidates, qualified to practitioner level (ISEB), would you consider most qualified to take on the role of Software Asset Manager?

- A. Service Desk Manager
- B. Service Level Manager
- C. Configuration Manager
- D. Problem Manager.

Correct Answer: C

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#### **QUESTION 7**

Which of the following should be considered when outsourcing elements of the SAM processes?

1.The conflicts of interest regarding asset information 2.The ownership of software licenses 3.The Software development costs

- A. All of them.
- B. 1 and 3.

C. 1 and 2.

D. 2 and 3.

Correct Answer: C

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### QUESTION 8

Which of the following statements is TRUE? 1.SAM Processes do not relate to in-house developed software because there are no licensing issues 2.SAM processes relate to all areas apart from network equipment because network software is not licensed

A. Both of them

B. 2 only

C. Neither of them

D. 1 only.

Correct Answer: C

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### QUESTION 9

An organisation software policy should include information in many areas.

1.The use of illegal or pirated software 2.The copying of software 3.The selection and evaluation process

4.A list of all users

Which of the above areas should be included?

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A. All of them

B. 1, 3 and 4 only

C. 1, 2, and 3 only

D. 2, 3 and 4 only

Correct Answer: C

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### QUESTION 10

Which of the following organizations would you LEAST expect to contact for advice on SAM?

A. BSA

- B. BSI
- C. FAST
- D. itSMF.

Correct Answer: D

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#### **QUESTION 11**

Where should the duties of the Software Asset Manager be allocated?

- A. Be covered by the Service Desk
- B. Included in the duties of the Procurement Manager
- C. Shared among as few individuals as possible
- D. To a single individual, by name

Correct Answer: D

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#### **QUESTION 12**

Which of the following is NOT part of determining requirements for the Business Case?

- A. Functionality required of the solution
- B. Determine stakeholders.
- C. Potential objections to the project
- D. Select implementation partners.

Correct Answer: D