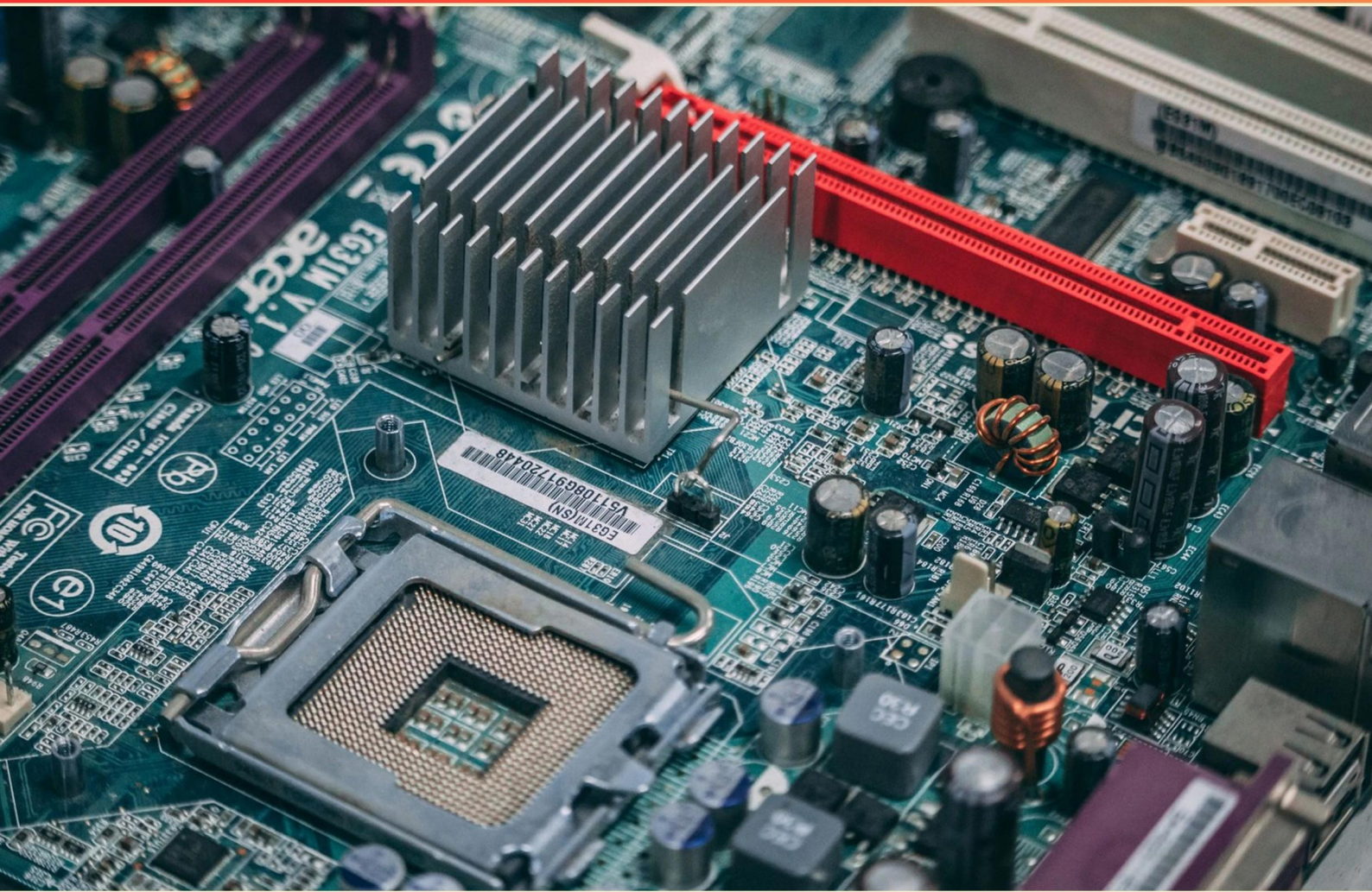


SERVICENOW CIS SOFTWARE ASSET MANAGEMENT (SAM) PRACTICE TEST (SAMPLE) STUDY GUIDE



Prepare with structure. Pass with confidence



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What challenge does cloud-based software present to SAM practices?**
 - A. Altered license management approaches
 - B. Comprehensive physical asset tracking
 - C. Reduction of software compliance regulations
 - D. Increased control over on-premises applications
- 2. During which stage of the SIM framework is User Acceptance Testing performed?**
 - A. Close
 - B. Initiate
 - C. Transition
 - D. Create
- 3. What is the significance of the Software Recovery feature in SAM?**
 - A. It allows for easy user access to software applications
 - B. It enables organizations to reclaim unused software licenses
 - C. It provides data for software performance analysis
 - D. It assists in software purchasing decisions
- 4. How can ServiceNow SAM assist with vendor management?**
 - A. By providing visibility into software agreements
 - B. By enforcing software installation policies
 - C. By eliminating the need for vendor contracts
 - D. By automating vendor payment processes
- 5. Which of the following is NOT a benefit of upgrading to SAM?**
 - A. Software Blacklisting
 - B. Increased software costs
 - C. Actionable Reconciliation Results
 - D. License Harvesting
- 6. What is the primary method CSD uses to detect software installations?**
 - A. Manual inspection by administrators
 - B. Discovery configured to detect software installations
 - C. Automatic uninstallation of old software
 - D. Only through user feedback

7. Which user role is typically associated with the management of software asset normalization?

- A. System Analyst
- B. sam_admin
- C. Network Administrator
- D. Service Catalog Manager

8. What is the primary purpose of Software Reclamation?

- A. Disposal of software within an environment
- B. Retrieval of software from within an environment
- C. Establish rights to use software for a certain period
- D. Identifying unauthorized software installations

9. Which licensing type is defined as licensing a specific device?

- A. Per User
- B. Per Named Device
- C. Per Processor
- D. Per Core

10. What is the main characteristic of "Per Device" licensing?

- A. Licenses users for multiple installations
- B. Licenses devices for a number of installations of software
- C. Licenses specific users for individual installations
- D. Licenses processors in a virtual machine only

Answers

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1. A
2. C
3. B
4. A
5. B
6. B
7. B
8. B
9. B
10. B

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Explanations

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1. What challenge does cloud-based software present to SAM practices?

- A. Altered license management approaches
- B. Comprehensive physical asset tracking
- C. Reduction of software compliance regulations
- D. Increased control over on-premises applications

Cloud-based software presents a significant challenge to Software Asset Management (SAM) practices primarily due to the need for altered license management approaches. Traditional SAM practices often rely on understanding and managing licenses for software that is installed on physical machines or servers. However, with cloud-based models, licensing can become more complex as it may involve subscription-based services, user-based licensing, or consumption-based pricing. These models can vary significantly based on the cloud provider, which makes it essential for organizations to adapt their SAM processes to account for how software is licensed, deployed, and utilized in a cloud environment. Additionally, cloud software may not always provide the same level of visibility into usage and compliance as on-premises solutions do, requiring new strategies and tools to maintain compliance and optimize licensing costs effectively. The other choices highlight aspects that do not directly capture the primary challenge posed by cloud software. For instance, comprehensive physical asset tracking becomes less relevant in a cloud context, as the software is not tied to specific physical hardware. Reduction of software compliance regulations does not directly pertain to the challenges of managing licenses. Lastly, increased control over on-premises applications is contrary to the nature of cloud solutions, which often involve ceding control of infrastructure to a third party. Therefore, the main

2. During which stage of the SIM framework is User Acceptance Testing performed?

- A. Close
- B. Initiate
- C. Transition
- D. Create

User Acceptance Testing (UAT) is conducted during the Transition stage of the Software Asset Management (SAM) process. This stage is crucial because it involves validating whether the software meets the business requirements and is ready for deployment to users. UAT allows end-users to verify that the system behaves as expected and fulfills the intended functions before the software is fully integrated into operational environments. During the Transition stage, UAT is essential in ensuring that stakeholders can provide feedback and identify any issues that may need to be addressed prior to the final rollout. It effectively bridges the gap between development and production, ensuring that the software aligns with user expectations in practical scenarios. This focus on user feedback helps mitigate risks associated with the deployment of new software, leading to a smoother transition and higher user satisfaction.

3. What is the significance of the Software Recovery feature in SAM?

- A. It allows for easy user access to software applications
- B. It enables organizations to reclaim unused software licenses**
- C. It provides data for software performance analysis
- D. It assists in software purchasing decisions

The Software Recovery feature in Software Asset Management (SAM) is crucial because it enables organizations to reclaim unused software licenses. This capability allows businesses to assess their software usage and identify licenses that are not currently being utilized. By reclaiming these licenses, organizations can optimize their software investments, avoid unnecessary expenditures on additional licenses, and ensure compliance with licensing agreements. This effective management of software assets not only leads to significant cost savings but also helps in maximizing the return on investment in software expenditures. The software recovery process contributes to a healthier software environment, allowing companies to reallocate these licenses where they are needed most, ultimately improving both efficiency and productivity.

4. How can ServiceNow SAM assist with vendor management?

- A. By providing visibility into software agreements**
- B. By enforcing software installation policies
- C. By eliminating the need for vendor contracts
- D. By automating vendor payment processes

ServiceNow SAM significantly enhances vendor management by providing visibility into software agreements. This visibility is crucial for organizations to understand their software licenses, agreements, and compliance status with vendors. By maintaining a clear and centralized repository of software agreements, ServiceNow SAM allows organizations to track which software is licensed, how many licenses are available, and the terms of those agreements. This ultimately helps in negotiating better terms with vendors, ensuring compliance with contractual obligations, and managing renewals effectively. Without this level of insight, organizations may struggle with overspending on unutilized licenses or facing compliance risks, making this aspect of vendor management particularly important.

5. Which of the following is NOT a benefit of upgrading to SAM?

- A. Software Blacklisting
- B. Increased software costs**
- C. Actionable Reconciliation Results
- D. License Harvesting

Upgrading to Software Asset Management (SAM) brings numerous advantages, enabling organizations to better manage their software assets. One of the key benefits of SAM is software blacklisting, a feature that helps identify and manage unauthorized software installations within an organization, thereby mitigating security risks and compliance issues. Another significant advantage is obtaining actionable reconciliation results. This function provides insights that help organizations understand their software usage versus entitlements, leading to more informed decision-making and compliance management. Additionally, license harvesting allows organizations to reclaim unused licenses, optimizing software expenditures and improving resource allocation. In contrast, increased software costs do not represent a benefit of upgrading to SAM. In fact, effective SAM practices are aimed at reducing software costs by ensuring that organizations only pay for the licenses they need, improving license utilization, and avoiding unnecessary expenditures. Hence, the assertion that increased software costs is a benefit of upgrading to SAM is inaccurate, as the primary goal of SAM is cost efficiency and compliance.

6. What is the primary method CSD uses to detect software installations?

- A. Manual inspection by administrators
- B. Discovery configured to detect software installations**
- C. Automatic uninstallation of old software
- D. Only through user feedback

The primary method CSD uses to detect software installations is through a discovery process configured to specifically identify software installations. This approach leverages automated tools that can scan devices across the network to recognize and catalog the software that is installed. The discovery configuration is designed to routinely search for installed software applications and ensure an accurate inventory is maintained. This method is efficient because it systematically gathers data without requiring manual intervention, leading to a comprehensive and up-to-date understanding of software assets across the organization. By relying on automated discovery, organizations can effectively manage compliance and licensing, as well as facilitate audits and software lifecycle management. This allows for better visibility into the software landscape, enabling improved decision-making regarding software usage and optimization.

7. Which user role is typically associated with the management of software asset normalization?

- A. System Analyst
- B. sam_admin**
- C. Network Administrator
- D. Service Catalog Manager

The role associated with the management of software asset normalization is sam_admin. This role is specifically designed to oversee the processes related to Software Asset Management, including the normalization of software assets. Normalization involves ensuring that software data is consistent and standardized across the organization, which is crucial for accurate reporting, compliance, and effective usage of software assets. Individuals in the sam_admin role have the necessary permissions and responsibilities to access, analyze, and manage software asset data, including the ability to normalize that data. They work within the framework established by ServiceNow to ensure that the software inventory reflects the actual usage and licensing status of software across the organization. This distinguishes them from other roles such as a System Analyst, a Network Administrator, or a Service Catalog Manager, which may have different focuses within the IT or asset management departments. For instance, a System Analyst might work on broader system functionalities or processes, while a Network Administrator focuses on the network's infrastructure. A Service Catalog Manager typically deals with the service offerings available to users rather than the normalization processes of software assets.

8. What is the primary purpose of Software Reclamation?

- A. Disposal of software within an environment
- B. Retrieval of software from within an environment**
- C. Establish rights to use software for a certain period
- D. Identifying unauthorized software installations

The primary purpose of Software Reclamation is to retrieve software from within an environment. This process involves identifying software licenses that are no longer in use or required, enabling organizations to reclaim those licenses for reassignment or potential cost savings. By effectively managing and redistributing existing software licenses, companies can optimize their software asset management strategies, ensuring that they are not overspending on licenses they do not need while maximizing the utilization of their software resources. Reclamation helps organizations maintain compliance with software licensing agreements and reduces the risk of waste. It is a proactive component of asset management that promotes efficiency and best practices within the software lifecycle, ensuring that available licenses are used effectively without unnecessary additions.

9. Which licensing type is defined as licensing a specific device?

- A. Per User
- B. Per Named Device**
- C. Per Processor
- D. Per Core

The licensing type known as "Per Named Device" specifically refers to licenses that are assigned to individual devices rather than users or processing power. This means that each license is linked to a specific hardware unit, ensuring that software can only be used on that designated device. This type of license is beneficial in environments where the number of devices is fixed, and it allows organizations to manage their software use on an asset-by-asset basis. In contrast, the other license types operate on different principles. For instance, "Per User" licenses allow multiple devices to be used by a single user, making them more flexible in environments with mobility or multiple workstations. "Per Processor" licenses are linked to server processors, allowing software to run on any device utilizing that processor without direct assignment to one specific machine. "Per Core" licenses focus on licensing based on the number of processing cores in a hardware setup, making it ideal for high-performance computing environments. Each of these licensing types serves specific scenarios and operational needs, but "Per Named Device" distinctly stands out as tied to individual hardware.

10. What is the main characteristic of "Per Device" licensing?

- A. Licenses users for multiple installations
- B. Licenses devices for a number of installations of software**
- C. Licenses specific users for individual installations
- D. Licenses processors in a virtual machine only

The main characteristic of "Per Device" licensing is that it grants licenses for each device, allowing a specific number of installations of software on that device. This means that the license is tied to a particular hardware unit, rather than being associated with individual users or accounts. Each device that requires the software must be licensed separately, enabling organizations to manage software usage based on the devices in operation. This licensing model is particularly beneficial for environments where the number of devices is known and managed. It offers predictability in licensing costs and simplifies compliance and tracking, ensuring that all devices are properly licensed without the complexity of user-based licensing, which may not account for shared devices or bring-your-own-device (BYOD) scenarios. The options that describe licensing models focused on users, processors, or multiple installations do not accurately convey the simplicity and specificity of the "Per Device" approach, which is centered around the licensing of distinct hardware devices.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://servicenowcissoftwareassetmgmt.examzify.com>

We wish you the very best on your exam journey. You've got this!

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