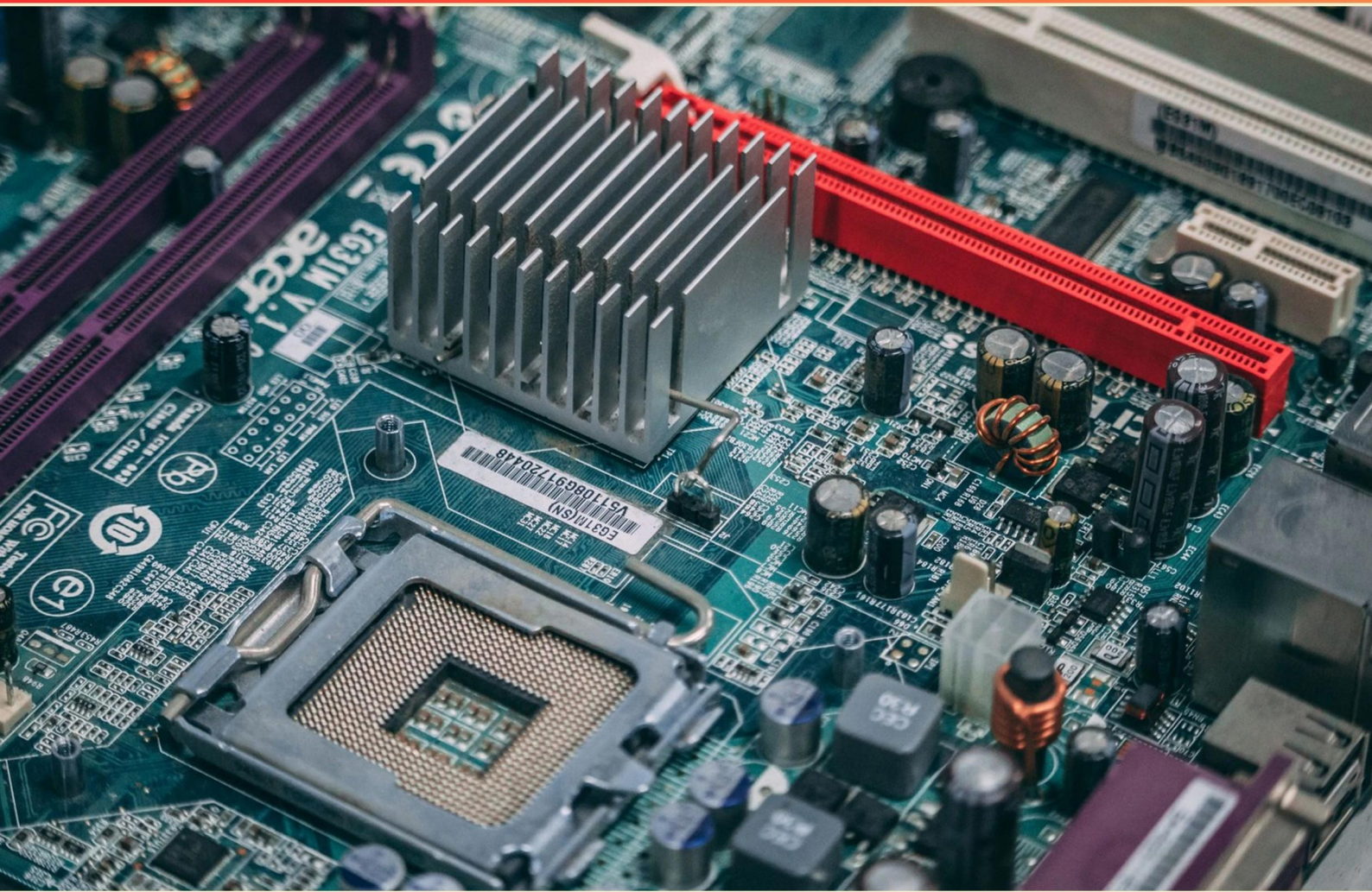


# **SERVICENOW CIS SOFTWARE ASSET MANAGEMENT (SAM) PRACTICE TEST (SAMPLE) STUDY GUIDE**



## **SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

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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. Which role is required to be trained by ServiceNow for Software Asset Management?**
  - A. sam\_admin
  - B. sam\_developer
  - C. sam\_analyst
  - D. it\_admin
  
- 2. What is a central goal of Software Reclamation?**
  - A. To enhance software installation speeds
  - B. To optimize software costs and usage
  - C. To ensure all software is up to date
  - D. To monitor software licensing agreements
  
- 3. What is defined as a compliance gap?**
  - A. A surplus of software licenses beyond needs
  - B. A discrepancy between entitlements and actual usage
  - C. A measure of software performance effectiveness
  - D. A plan to optimize software assets
  
- 4. 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
  
- 5. What is a significant function of the 'Support' phase in the Software Asset Lifecycle?**
  - A. To design new software
  - B. To upgrade existing software
  - C. To revoke unused licenses
  - D. To assess software compliance

- 6. Which of the following statuses indicates that a discovery model has not yet undergone normalization?**
- A. Normalized
  - B. Partially Normalized
  - C. Match Not Found
  - D. New
- 7. What does Installation Optimization involve?**
- A. Increasing the number of software installations
  - B. Assessing current license rights and reclaiming unused software
  - C. Disabling access to software temporarily
  - D. Licensing software for new users
- 8. What does CAL stand for in the context of software licensing?**
- A. Client Access Location
  - B. Client Access Licensing
  - C. Controlled Access Licensing
  - D. Customer Access Licensing
- 9. How does ServiceNow SAM assist with mobile device management?**
- A. By integrating with network management tools
  - B. By tracking software assets on mobile devices for compliance
  - C. By enforcing mobile device usage policies
  - D. By ensuring all software on mobile devices is free
- 10. Which of the following is NOT a possible recurrence frequency for Scheduled Jobs?**
- A. Daily
  - B. Quarterly
  - C. Weekly
  - D. Monthly

## **Answers**

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

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## **Explanations**

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## 1. Which role is required to be trained by ServiceNow for Software Asset Management?

- A. sam\_admin
- B. sam\_developer**
- C. sam\_analyst
- D. it\_admin

The role that is required to be trained by ServiceNow for Software Asset Management is typically focused on the deeper technical capabilities needed to develop and customize software asset management processes within the ServiceNow platform. This includes understanding the configurations, integrations, and workflows that are essential for managing software assets effectively. A software asset management developer plays a crucial role in enhancing the platform by creating tailored solutions, performing scripting, and ensuring that the system aligns with the organizational requirements for asset tracking, compliance, and reporting. Training equips developers with the necessary skills to leverage ServiceNow tools and best practices, ensuring they can implement solutions that improve asset visibility, optimize software usage, and support decision-making related to software investments. Thus, this role is pivotal in configuring software asset management functionalities that make the most of ServiceNow's capabilities, which is why the training is specifically designated for this role.

## 2. What is a central goal of Software Reclamation?

- A. To enhance software installation speeds
- B. To optimize software costs and usage**
- C. To ensure all software is up to date
- D. To monitor software licensing agreements

The central goal of Software Reclamation is to optimize software costs and usage. Software Reclamation involves identifying unused or underused software licenses and reallocating them, which helps organizations reduce unnecessary expenditures on software that is not being utilized effectively. This process enhances the overall efficiency of software asset management by ensuring that the organization maximizes the value of its current software investments, minimizes wastage, and maintains compliance with licensing agreements. By focusing on optimizing costs and effective software usage, organizations can improve their financial standing and resource allocation, ultimately leading to better decision-making regarding software purchases and renewals. Thus, the strategy aligns closely with the principles of effective software asset management, making it an essential practice for organizations looking to manage their software resources efficiently.

### 3. What is defined as a compliance gap?

- A. A surplus of software licenses beyond needs
- B. A discrepancy between entitlements and actual usage**
- C. A measure of software performance effectiveness
- D. A plan to optimize software assets

A compliance gap is primarily defined as a discrepancy between what an organization is entitled to use in terms of software licenses and the actual usage of those licenses. This situation arises when organizations do not accurately assess or track their software entitlements, leading to potential over- or under-licensing. Essentially, it reflects a failure to maintain alignment between the licenses purchased and the software actually deployed and utilized within the organization. Identifying and addressing compliance gaps is crucial for organizations to ensure they meet legal obligations and avoid penalties, as well as to optimize their software assets for both financial and operational efficiency. In this context, other options may refer to different aspects of software asset management but do not specifically define a compliance gap. For instance, a surplus of software licenses beyond needs may indicate over-purchasing, while measures of software performance effectiveness relate to how well the software is serving its intended purpose. A plan to optimize software assets refers to strategies for improving software usage and spending, which does not specifically imply a compliance issue.

### 4. 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.

### 5. What is a significant function of the 'Support' phase in the Software Asset Lifecycle?

- A. To design new software
- B. To upgrade existing software**
- C. To revoke unused licenses
- D. To assess software compliance

The 'Support' phase in the Software Asset Lifecycle is primarily focused on maintaining the operational capabilities of software while ensuring it continues to meet user and organizational needs. Upgrading existing software is a significant function during this phase, as it helps enhance software features, improve performance, fix bugs, and ensure compatibility with other systems. Regular upgrades also help to protect against security vulnerabilities and allow users to take advantage of new functionalities that can enhance productivity and efficiency. In this context, the other functions mentioned, such as designing new software or assessing software compliance, typically fall outside the scope of what is addressed during the Support phase. Revoking unused licenses may occur as part of the license management strategy but is more of a license optimization task rather than a core activity within the Support phase itself. Thus, upgrading existing software is central to maintaining a robust and effective software asset portfolio during this critical phase.

**6. Which of the following statuses indicates that a discovery model has not yet undergone normalization?**

- A. Normalized
- B. Partially Normalized
- C. Match Not Found
- D. New**

The status that indicates a discovery model has not yet undergone normalization is "New." When a discovery model is in the "New" status, it signifies that the data has been collected and identified but has not yet been processed through the normalization workflow. Normalization is the process where data is standardized, duplicates are removed, and entries are categorized properly to ensure consistency in the configuration management database (CMDB). A model marked as "New" is essentially in its initial stage, awaiting further action that would typically involve normalization, where it can be assessed for accuracy and appropriateness in the overall asset framework. Once processed, the model can transition to other statuses that reflect its normalized state or partial completion, but at the "New" stage, it remains unrefined and unassessed.

**7. What does Installation Optimization involve?**

- A. Increasing the number of software installations
- B. Assessing current license rights and reclaiming unused software**
- C. Disabling access to software temporarily
- D. Licensing software for new users

Installation Optimization involves assessing current license rights and reclaiming unused software. This process is essential in Software Asset Management (SAM) as it focuses on maximizing the value of software investments by ensuring that organizations are compliant with licensing agreements while minimizing costs. By evaluating how software is currently being utilized, organizations can identify licenses that are not being used to their full potential or are completely idle. This enables them to reclaim those licenses, reallocating or reducing spending on unnecessary software. This practice not only helps in achieving compliance with license agreements but also improves efficiency and reduces overhead costs associated with software maintenance. It is crucial in managing software assets proactively, allowing organizations to optimize their software portfolio effectively. The approach encourages judicious use of resources while ensuring that the software inventory aligns well with the needs of the users and the organization as a whole.

**8. What does CAL stand for in the context of software licensing?**

- A. Client Access Location
- B. Client Access Licensing**
- C. Controlled Access Licensing
- D. Customer Access Licensing

In the context of software licensing, CAL stands for Client Access Licensing. This term refers to a type of license that grants users or devices the right to access services or functionality provided by a software application, particularly in server environments. CALs are commonly associated with server-based software, allowing multiple users to connect to or interact with server software while ensuring compliance with licensing regulations. The significance of Client Access Licensing lies in its ability to help businesses ensure that they are properly licensed for every user or device accessing software solutions, which aids in managing software assets effectively. Organizations can choose from different types of CALs, such as user CALs or device CALs, depending on their specific usage requirements. Understanding CALs is crucial in Software Asset Management, as it helps organizations make informed decisions about their software licensing needs and ensures compliance with vendor agreements.

## 9. How does ServiceNow SAM assist with mobile device management?

- A. By integrating with network management tools
- B. By tracking software assets on mobile devices for compliance**
- C. By enforcing mobile device usage policies
- D. By ensuring all software on mobile devices is free

ServiceNow SAM plays a crucial role in mobile device management primarily by tracking software assets on mobile devices for compliance. This capability is vital in ensuring that organizations are adhering to licensing agreements and regulatory requirements related to software usage. By maintaining an inventory of software assets installed on mobile devices, ServiceNow SAM helps organizations identify unauthorized software, manage licenses effectively, and mitigate risks associated with non-compliance. It enables organizations to have a clear view of what software is being used across various mobile platforms, allowing them to ensure that all installations are compliant with their licensing agreements. This proactive tracking not only helps in maintaining compliance but also aids in optimizing software expenditure by identifying underused or unnecessary licenses. The other options are related to mobile device management but do not align specifically with the core function of SAM in this context. While integrating with network management tools can facilitate aspects of device management, it doesn't directly reflect the SAM focus on software compliance. Enforcing mobile device usage policies is more related to security and device management rather than software asset management itself. Ensuring all software on mobile devices is free does not align with the reality of software licensing, as it overlooks the necessity of licensing agreements that may require purchases and payment for legal software usage.

## 10. Which of the following is NOT a possible recurrence frequency for Scheduled Jobs?

- A. Daily
- B. Quarterly**
- C. Weekly
- D. Monthly

The correct choice indicates that "Quarterly" is not a possible recurrence frequency for Scheduled Jobs in ServiceNow. Scheduled Jobs in ServiceNow can be set to run at various intervals, but the typical frequencies available include Daily, Weekly, and Monthly. Daily recurrence allows jobs to trigger every day, which is useful for routine tasks that need to occur frequently. Likewise, Weekly recurrence enables jobs to be scheduled for specific days of each week, facilitating operations that may only need attention once a week. Monthly recurrence provides a way to run jobs at specific times within a month, which can be useful for monthly reporting or maintenance tasks. Quarterly, however, is not typically defined as a standard recurrence option in the ServiceNow Scheduled Jobs. For a quarterly frequency, one would often need to set up individual jobs or use a combination of existing scheduling options to achieve the desired outcome. This lack of a direct quarterly recurrence option underlines the versatility and specific adaptability of the scheduling system in ServiceNow for more conventional timelines like daily, weekly, and monthly activities.

## 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](mailto: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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