



ISEB BH0-005

Exam Name: ISEB Certificate in Software Asset Management Essentials

Q & A : 41 Q&As

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

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

Answer: B

2. There is a need to reduce the number of SAM reports produced. Which of the following is the LEAST necessary?

- A. The number of software related calls to the Service Desk

- B. The cost of a site licence for existing software
- C. The number of deployed licenses for each item of software
- D. The number of new software licenses required.

Answer: A

3. What is the essential FIRST step in initiating a SAM project?

- A. Deploy a software usage tool to identify the scale of the problem and document all associated risks
- B. Develop and communicate an overall SAM policy
- C. Develop and implement a SAM processes and procedures
- D. Develop a clear vision and strategy that is owned by senior management.

Answer: D

4. Which one of these organisations is responsible for ensuring that the software in use is genuine?

- A. Original Equipment Manufacturer
- B. Publisher
- C. Software reseller
- D. None, the onus is on the user organisation.

Answer: D

5. Which of the following BEST describes the process of license novation?

- A. SAM team must inform re-seller that license has been transferred to another department.
- B. Software manufacturer allows usage rights to be changed.
- C. Software manufacturer allows ownership in unwanted software licenses to be sold to another organisation
- D. Software manufacturer allows the transfer of software licenses and contracts when an organisation reforms itself or restructures.

Answer: D

6. An organisations software policy should include information in many areas.

Which of the above areas should be included?

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

Answer: C

7. Which of the following is NOT one of the SAM Logistics processes?

- A. Requirements definition
- B. Retirement.
- C. Licensing Compliance
- D. Procurement.

Answer: C

8. Which of the following organisations would you LEAST expect to contact for advice on SAM?

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

Answer: D

9. Which of the following should be included in the Business Case documentation?

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

Answer: A

10. What is the MOST essential activity that should be done after the Business Case is approved and is often overlooked?

- A. Continue to sell the business case to users
- B. Communicate project progress
- C. Show stakeholders the results
- D. Include interested parties in the project kick off meeting.

Answer: A

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