Exam Number : BH0-005

Exam Name : ISEB Certificate in Software Asset Management Essentials

Version : Demo

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. 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

3. 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

4. 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

5. 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

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

A. Requirements definition

B. Retirement.

C. Licensing Compliance

D. Procurement.

Answer: C

7. 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

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. 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

10. 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