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Exam : **070-673**

Title : TS: Designing, Assessing, and Optimizing Software Asset Management (SAM)

Version : DEMO

1.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.This customer has an office in Boston.Now the customer intends to donate 500 desktop computers to a local charity organization.All computers have preinstalled with Windows.Since you are the technical support, you are asked to make sure that the customer can donate the computers and remain in compliance with all applicable licensing agreements.The solution must provide as many hardware and software resources as possible for the charity organization.What action should you perform?

A.First, the hard disks should be removed from all computers.Then the computers should be transferred to the nonprofit organization and you should suggest that they purchase a new Windows license for each computer under a full packaged product (FPP) licensing agreement.

B.For each computer, a Windows license needs to be purchased under a volume licensing agreement.Then computer and the license should be transferred to the nonprofit organization.

C.First the operating system and Certificate of Authenticity (COA) should be removed from each computer.Then the computers should be transferred to the nonprofit organization.

D.First you should use the original media to reinstall Windows.Then the computers, media, Certificates of Authenticity (COAs), and manuals should be transferred to the nonprofit organization.

Answer: D

2.You are in charge of offering service for a customer named Alex.Your daily job is to manage the software asset lifecycle for Alex.According to the security policy of Alex, only approved software can be installed and used by employees.Now you get an order from the Alex, according to his requirements, a process should be implemented to support that security policy.So which process below should be implemented to achieve that goal?

A.The Client Access Licenses (CALs) approval process should be implemented.

B.The change management process should be implemented.

C.The license recovery process should be implemented.

D.The intrusion detection process should be implemented.

Answer: B

3.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.In his company, there is a centralized software purchase process.Alex notices that department heads use their personal credit cards to purchase software at times.Therefore, he decides to cut down the amount of software purchasing by the department heads.Since you can provide technical support, he assigns this task to you.What action should you perform to accomplish your task?

A.In order to accomplish the task, a SAM awareness and education program should established.

B.In order to accomplish the task, a software inventory tool should be implemented.

C.In order to accomplish the task, a SAM optimization assessment should be performed.

D.In order to accomplish the task, the Business Software Alliance (BSA) should be notified.

Answer: A

4.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.Now you are asked to secure funding for a SAM program.You collect the following information from a customer.In the customer' company, departments use different

versions of Microsoft Office; hardware inventory is incomplete, users perform the installation of unsupported software, all software purchasing is decentralized.You have to find out two benefits that support implementing a SAM program for the customer.Which two benefits should you identify? (Choose more than one.)

A.The benefit is improved payment processes

B.The benefit is improved project management processes

C.The benefit is decreased licensing costs

D.The benefit is decreased IT support costs

Answer: CD

5.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.This customer has a SAM tool.The customer collects hardware inventory by using the SAM tool.Since you can provide technical support, the customer asks you to confirm whether the number of desktop computers discovered is accurate.In order to accomplish this task, what action should you perform?

A.To accomplish this task, on each server, a Microsoft System Center Configuration Manager (CfgMgr) client needs to be installed.

B.To accomplish this task, the hardware refresh cycle needs to be identified.

C.To accomplish this task, the data needs to be compared against the original build inventory.

D.To accomplish this task, you should conduct a manual inventory and then it needs to be compared against the SAM tool results.

Answer: D

6.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.The customer has the following three key performance indicators.The first one is that the company has defined and approved SAM plan.The second one is that sign-off on SAM reports is performed every year.The third one is that the company has identified direct SAM responsibility throughout the company.Since you are the technical support, the customer assigns a task to you.You are asked to identify the minimum SAM maturity level represented by all of these indicators.Which maturity level should be identified?

A.Standardized needs to be identified.

B.Basic needs to be identified.

C.Dynamic needs to be identified.

D.Rationalized needs to be identified.

Answer: A

7.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.Hardware and software inventory procedures as well as Volume license agreements have been collected by you for Alex.Alex requires that the scope of a SAM program assessment should be defined for him.Since you are the technical support, you have to achieve this for him.In order to accomplish that task, which information below should be used?

A.In order to accomplish that task, number of IT staff should be used.

B.In order to accomplish that task, physical asset locations should be used.

C.In order to accomplish that task, preferred software vendor should be used.

D.In order to accomplish that task, number of contract employees should be used.

E.None of the above.

Answer: B

8.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.According to the requirement of Alex, a SAM improvement plan will be implemented for him.When you try to achieve that goal, you should make sure that the accurate software purchasing information has been maintained by Alex.In order to accomplish that task, what action should be performed?

A.All approved software vendors should be identified to accomplish that task.

B.All approved software budgets should be identified to accomplish that task.

C.The SAM ROI Calculator should be run to accomplish that task.

D.All software acquisitions should be monitored to accomplish that task.

E.The budget approval process should be optimized to accomplish that task.

Answer: D

9.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.According to the requirement of Alex, a SAM program will be implemented for him.To meet his requirement, not only you collect 50 percent Hardware inventory of all computers, but also you collect executive sponsorship and budget approval, besides, you collect Microsoft License Statement (MLS), which is reconciled against license purchase records.Now you get an order from the CIO, according to his requirements, the installations of applications on all networked computers should be identified.In order to accomplish that task, what action should you perform?

A.You should implement a software discovery tool.

B.You should implement a software license tracking tool.

C.You should implement an application license tracking tool.

D.You should implement an application patch management tool.

E.You should implement a SAM program dashboard.

Answer: A

10.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.Microsoft Select is used by Alex to purchase all server software through volume licensing.Now the company CIO assigns a task to you, you should make sure the accuracy of information that is purchased by the server in Alex's company.To accomplish that task, what action should be performed?

A.Microsoft System Center Configuration Manager (CfgMgr) tool should be used to accomplish that task.

B.EOpen tool should be used to accomplish that task.

C.Microsoft Volume Licensing Service (MVLS) Web site tool should be used to accomplish that task.

D.Microsoft System Center Operations Manager (OpsMgr) tool should be used to accomplish that task.

Answer: C

11.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.According to the requirement of Alex, his Microsoft SQL Server deployment should be assessed to make sure whether it complies with

license.Per-processor licenses are used by Alex to license SQL Server.Now you are assigned a task to identify the scope of the SAM assessment.What action should be performed to accomplish the task?

A.To identify the scope of the SAM assessment, all Windows Server Client Access Licenses (CALs) should be gathered.

B.To identify the scope of the SAM assessment, the infrastructure groups to install SQL Server should be identified.

C.To identify the scope of the SAM assessment, the infrastructure groups to access SQL Server should be identified.

D.To identify the scope of the SAM assessment, all SQL Server Client Access Licenses (CALs) should be gathered.

Answer: B

12.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.His license inventory contains 350 Certificates of Authenticity (COAs) for fully packaged product (FPP) copies of Microsoft Office.In his company, 400 computers are installed with Office.Now you receive an order from the CIO, according to his requirement, you are asked to decide which documents are required to prove proof of license (POL) for the deployment of Office.Which documents should you choose?

A.Microsoft Licensing Statement (MLS), volume licensing agreement, vendor invoice, and electronic license confirmation

B.COAs, End User License Agreements (EULAs), and electronic license confirmation

C.COAs, End User License Agreements (EULAs), media, and manuals

D.Microsoft Licensing Statement (MLS), End User License Agreements (EULAs), media, and manuals

Answer: C

13.You are responsible for the company network and provide technical support for your company.Since you are the technical support, the company assigns a task to you.You have to gather software and hardware asset information for Windows-based computers on a network.In order to gather this information, you should use a Microsoft product.Of the following products, which one should you choose?

A.You should choose to use Microsoft System Center Configuration Manager

B.You should choose to use Microsoft System Center Essentials

C.You should choose to use Microsoft System Center Service Manager

D.You should choose to use Microsoft System Center Operations Manager

Answer: A

14.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.Through a Microsoft Open License agreement, all licenses are purchased byhim.All the purchasing information is kept in a Microsoft Office Excel spreadsheet.A complete Microsoft License Statement (MLS) tool is owned by him.Since you provide technical support, you are asked to make sure that his purchasing information is accurate.Of the following reports, which one should be used?

A.Microsoft Volume Licensing Service (MVLS) should be used.

B.MLS should be used.

C.Microsoft Product License Advisor (MPLA) should be used.

D.Microsoft System Center Configuration Manager (CfgMgr) should be used.

Answer: B

15.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer.In the company of this customer, there are 900 thin clients.These clients log on to Terminal Services servers.There is one Active Directory forest in the company network.Now you receive an order from the CIO, according to his requirement, you have to make sure that the software inventory is accurate.What action should be performed to accomplish this task?

A.To accomplish this task, you must make sure that the Terminal Services server name and names of accessed software products are stored in the inventory database.

B.To accomplish this task, from Active Directory, user logon information should be collected.

C.To accomplish this task, from the Terminal Services servers, user licensing information from needs to be collected.

D.To accomplish this task, you must make sure that the thin client device names and names of accessed software products are stored in the inventory database.

Answer: D

16.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.This morning, you get a report from Alex, in his report, you are told that acomplete hardware inventory has been performed by him.Besides, you are told that hecollects software deployment data from all computers by using a SAM tool.Now you are assigned a task to make sure that whether the data is accurate.In order to accomplish that task, what action should be performed?

A.In order to accomplish that task, after collecting data from a random sample of computers, the sample results should be compared against the software deployment data.

B.In order to accomplish that task, after collecting data from a random sample of computers, the sample results should be compared against the license inventory.

C.In order to accomplish that task, the data should be compared against the license inventory.

D.In order to accomplish that task, the data should be compared against the original build inventory.

E.In order to accomplish that task, after collecting data from a random sample of computers, the sample results should be compared against the original build inventory.

Answer: A

17.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.According to the requirement of Alex, you attempt to design a SAM program for him.However, you get little help from Alex's department managers to provide relevant information about the SAM program to you, so it is difficult for you to start designing the SAM program.Then you are asked to solve that problem, after starting designing the SAM program, what action should be performed?

A.After starting designing the SAM program, executive authorization should be obtained from the key stakeholders.

B.After starting designing the SAM program, a SAM tool should be recommended.

C.After starting designing the SAM program, specific SAM roles should be assigned.

D.After starting designing the SAM program, the SAM program scope should be defined.

Answer: A

18.You are responsible for the company network and provide technical support for your company.You are offering service of a customer named Alex.Alex intends to develop a business case for SAM.His SAM Improvement Plan key competency has a Basic maturity level.Since you are the technical support, you are asked to improve this maturity level to Standardized.What action should you perform to achieve the goal?

A.To achieve this goal, for a SAM plan, a project plan Gantt chart should be created.

B.To achieve this goal, a SAM tool should be identified.

C.To achieve this goal, roles and staff should be identified.

D.To achieve this goal, for a SAM plan, budgetary approval should be obtained.

Answer: D

19.You are responsible for the company network and provide technical support for your company.You are in charge of offering servicefor a customer.There is a software inventory tool and a SAM tool for the customer.The software inventory tool is linked to the database of the SAM tool.An application recognition library is contained in the SAM tool.A list of software that can be identified by the SAM tool is contained in the library.No Microsoft Office 2007 installations are listed by the software inventory tool.Office 2007 is installed on several desktop computers.Since you are the technical support, the customer asks you to make sure that all Office 2007 installations are managed by the software inventory tool.In order to accomplish this goal, what action should be performed?

A.To accomplish this goal, all Office 2007desktops need to be upgraded to Windows Vista.

B.To accomplish this goal, the SAM tools application recognition library needs to be upgraded.

C.To accomplish this goal, Microsoft System Center Operations Manager (OpsMgr) needs to be installed on the network.

D.To accomplish this goal, all software updates and security patches needs to be installed for Office 2007.

Answer: B

20.You are responsible for the company network and provide technical support for your company.You are in charge of offering service for a customer named Alex.In Alex's network, there is a SAM tool, which is used to generate reports.Then the installations of Microsoft Office Visio Standard and Microsoft Office Visio Professional have been performed by Alex on his network.However, only Visio Professional has licenses purchased by Alex.Since you are the technical support, you get an order from the CIO, according to his requirements, a report should be created to reconcile the Visio licenses.So of the reports below, which one should be created to achieve that goal?

A.Software requests by employee should be created to achieve that goal.

B.Software usage by server product should be created to achieve that goal.

C.Software deployments by edition should be created to achieve that goal.

D.Software entitlements purchased by month should be created to achieve that goal.

Answer: C