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BH0-005

ISEB Certificate in Software Asset
Management Essentials

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QUESTION NO: 1

For reporting purposes which of the following would you NOT expect to be used to derive SAM reports?

- A. DSL
- B. CMDB
- C. OLA.
- D. KEDB.

Answer: C

QUESTION NO: 2

Which of these elements is part of the preparation stage of implementation?

- A. Identifying and assessing software risks and creating a risk register
- B. Occasionally completing surprise or ad hoc reviews and audits
- C. Highlighting any problems and raising the profile of continued non-conformance
- D. Continuously emphasise the importance of the SAM process to all ICT and business personnel.

Answer: A

QUESTION NO: 3

Which of the following BEST describes the objective of the Core Asset Management processes?

- A. To maintain information about software assets throughout their lifecycle and to manage the physical assets related to software
- B. To manage all software assets and their licenses.
- C. To manage all software and hardware assets
- D. To identify and maintain information about all software assets throughout their lifecycle.

Answer: A

QUESTION NO: 4

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 sitelicense for existing software

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- C. The number of deployed licenses for each item of software
 - D. The number of new software licenses required.

Answer: A

QUESTION NO: 5

What method of metering would be BEST suited to a concurrent license based application?

- A. Active
- B. Selective
- C. Non-selective.
- D. Passive.

Answer: A

QUESTION NO: 6

Which of these elements is part of the taying there stage of implementation?

- A. Occasionally completing surprise or ad hoc reviews and audits
- B. Continuously emphasise the importance of the SAM process to all ICT and business personnel
- C. Developing and measuring metrics that demonstrate continuous improvement and year on year trend
- D. Selecting, testing and deploying new or updated SAM tools.

Answer: B

QUESTION NO: 7

Which of the following aspects of SAM contribute to Financial Management?

1. Status accounting of assets
2. Cost/benefit information related to software assets
3. Asset control
4. Consideration of accounting and tax treatments

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

Answer: A

QUESTION NO: 8

Which three of the following IT Service Management processes would you implement first to assist SAM in meeting its objectives?

- 1.Configuration Management
- 2.Release Management
- 3.Availability Management
- 4.Capacity Management
- 5.Service Level Management

- A. 1, 2 and 5
- B. 1, 2 and 4
- C. 2, 3 and 4
- D. 2, 3 and 5.

Answer: B

QUESTION NO: 9

With regards to the Deployment stage within the Logistics process, which statement is NOT appropriate?

- A. Software should only be deployed to the environment for which licences and contracts have been obtained
- B. Software should be deployed quickly before establishing an effective purchasing arrangement thus minimising the impact on the organisation overall service delivery
- C. The details contained within the SAM database should be up to date and reflect the progress of deployment in a timely fashion
- D. There are a number of different deployment mechanisms, such as Push and Pull, these should be considered and integrated into SAM.

Answer: B

QUESTION NO: 10

What should be clearly defined in the early stages of a SAM implementation?

- 1.Scope & Terms of Reference