



IT Asset Management Foundation

Sample Exam

Edition 201709



ITAMOrg
IT ASSET
MANAGEMENT

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Content

Introduction	4
Sample exam	5
Answer key	14
Evaluation	35

Introduction

This is the sample exam EXIN ITAMOrg IT Asset Management Foundation (ITAMF.EN). The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 60 minutes.

Good luck!

Sample exam

1 / 40

Which is the key component for ITAM success?

- A)** Good understanding of goals, motivation and key drivers from different stakeholders.
- B)** Maintain a good relationship with publishers, vendors, customers, legal and finance.
- C)** Manage and control all levels of IT assets.
- D)** Manage stakeholder expectations.

2 / 40

ISO/IEC 19770 is a related standard to ITAM.

What is its purpose?

- A)** It is a set of processes for SAM to assist at the risk and cost minimization of IT assets.
- B)** It is an international standard for People and Information management to optimize availability, integrity and security.
- C)** It is a set of Best Practices to reflect best practice guidance contained within the ITIL (Information Technology Infrastructure Library).
- D)** It is a specification for an information security management system (ISMS) to minimize risks of the IT Infrastructure.

3 / 40

Which are the required insights at the Asset Portfolio level for the CIO/CFO?

- A)** Investment planning and risk & sustainability
- B)** Optimization of the lifecycle and organizational strategic goals
- C)** System performance and process control
- D)** Utilization of assets, maintenance and supplier performance information

4 / 40

The ITAM process framework is a tiered framework combining, standards and Best Practices.

What are Tools within this framework?

- A)** Auto discovery tools, database tooling, software recognition tools
- B)** Capacity plans and capacity tooling, end-to-end availability solutions
- C)** Risk assessment, tools, business case templates, RACI models
- D)** Service management systems, service monitoring tooling

5 / 40

Which is an outcome of the GAP analysis?

- A) It delivers a project plan and the milestones in the SAM implementation.
- B) It delivers the KPI's in order to determine the success of SAM.
- C) It ensures commitment and confirms the key roles.
- D) It points out useful processes already in place.

6 / 40

What does the Hardware Asset Manager need to deliver to the Software Asset Manager?

- A) Documentation on relevant processes and procedures
- B) Lists of assets including MAC addresses and IP addresses
- C) Trustworthy and reliable data
- D) Up-to-date data with valid sources

7 / 40

What is one of the first decisions an organization needs to take in Hardware Asset Management?

- A) The manage methodology of all IT assets
- B) The procurement process of all IT assets
- C) The security level on IT assets
- D) The IT asset types to be managed

8 / 40

What are the phases in the HAM Lifecycle?

- A) Initiation, Design, Build, Migration, Transition, Closing
- B) Requirements, Design, Implementation, Verification, Maintenance
- C) Strategy, Design, Transition, Operations, Continual Service Improvement
- D) Strategy, Request, Procure, Receive, Manage, Retire

9 / 40

Which type of IT assets should **not** be tracked and managed?

- A) Assets like laptops or printers that are tied to a contract.
- B) Assets that are very expensive.
- C) Assets that bring specific value to the business because of its content.
- D) Assets that do not belong to the organization.

10 / 40

What is the benefit of hardware standardization?

- A) It enables all employees to work simultaneously.
- B) It secures the optimal purchasing prices.
- C) It simplifies the work of the Hardware Asset Manager.
- D) It supports best-in-class service management processes.

11 / 40

Which is an objective for hardware disposal?

- A) To prevent hardware from being reused by others.
- B) To protect intellectual property and ensure software compliance.
- C) To make sure that hardware that is written off financially, is not still in use.

12 / 40

Who are the stakeholders that IT Operations need feedback from, in relation to the hardware lifecycle process?

- A) Contract Manager, Software Asset Manager, Financial Manager, IT Manager, Policy Manager
- B) Contract Manager, Security Manager, Software Asset Manager, Financial Manager, Service Desk
- C) Financial Manager, IT Manager, HR Manager, Policy Manager, Test Manager, Service Desk
- D) Security Manager, Software Asset Manager, Service Desk, HR Manager, Test Manager

13 / 40

What is the correct purpose of using Hardware Asset management tooling?

- A) To avoid discussions about what should be collected, because a tool provides all required information.
- B) To be able to collect detailed information about the Hardware assets.
- C) To collect hardware information every day, so the CMDB is continuously up-to-date.
- D) To help manage and control the hardware throughout the lifecycle.

14 / 40

Which is a valid component of a software asset?

- A) Distribution method
- B) Infrastructure utilization
- C) Purchase terms and currency
- D) Terms and conditions of software

15 / 40

What is the purpose of Software Asset Management?

- A) To avoid that personnel use shadow IT to achieve their business needs.
- B) To achieve risk reduction, compliance and cost control.
- C) To be able to demonstrate that software is legally obtained.
- D) To enhance capacity and availability planning for strategic forecasting.

16 / 40

What creates a challenge for the IT Asset Manager when software needs upgrading?

- A) Inadequate hardware specifications
- B) Rigid installation process
- C) Risk of loss of proof of purchase
- D) Uneducated users

17 / 40

What is, for a company, one of the **most** important reasons to invest in a good SAM solution?

- A) It guarantees that no software penalties will be imposed.
- B) It helps achieving a good overview of the software in the company which leads to optimization of the IT Infrastructure.
- C) It reduces legal and financial risk for the organization and its responsible management.
- D) It makes efficient use of licenses and effectuates a well balanced portfolio.

18 / 40

Which is a potential problem in a SAM program?

- A) Lack of clear responsibility
- B) Non-upgraded software installations
- C) Out-sourced IT
- D) Rigid internal policies

19 / 40

Which is a key element in Software License terms and conditions?

- A) End-of-life on individual products
- B) Installation specifications and deployment methods
- C) Named users (with relevant contact information)
- D) Product names and relevant versions

20 / 40

What information is required in an audit?

- A) A financial overview of purchase price on all software auditing vendor
- B) Hardware listing with (at least) CPU, RAM, hard disk and manufacturer information
- C) Software usage/deployment, with current user/computer
- D) Visio (or equivalent) drawings of relevant infrastructure with IP specifications

21 / 40

What is the purpose of an external software audit?

- A) To check if the correct versions of the software are in use, so that support and maintenance are in alignment with the contract.
- B) To confirm compliance to copyright and contract to make sure the software is used correctly and the licenses are paid.
- C) To make sure the software is used in compliance with the security policies of the organization.
- D) To optimize the balance between software in use and the available licenses, so that software is used efficiently.

22 / 40

What are the common consequences of a contract violation brought up by an external audit?

- A) It results in a warning and the company has to reduce the software in use.
- B) It causes reputational damage, as it will be published that a corporation was not in control.
- C) It leads to an additional fee that has to be paid to correct compliance, it can include a fine.
- D) It leads to imprisonment of the responsible persons in the organization, as it is a crime by law.

23 / 40

In the cloud contract negotiations certain contract terms should be part of a Service Agenda and others should be included in an agreement on terms and conditions.

Which contract term should be included in a Services Agenda for Cloud contracts?

- A) Meaningful penalties
- B) Inventory information
- C) Exit clauses
- D) Data ownership

24 / 40

What is/are the **most** important benefit(s) of Cloud services?

- A) Shared hardware so always cheaper than dedicated solutions
- B) Easier safety procedures and simple connectivity
- C) Higher availability of the services
- D) Agility and scalability of the solution

25 / 40

What does a Platform as a Service (PaaS) include?

- A) Provider network, servers, storage, business applications
- B) Computers, virtual machines, Infrastructure, firewalls
- C) Provider network, servers, storage, tools
- D) Provider network, computer, virtual machines, firewalls

26 / 40

What are pitfalls of Cloud services?

- A) Changing environment and lack of control.
- B) Data safety cannot be provided, as it is unknown where data is stored.
- C) Loss of control on compliance, version updates and influence.
- D) Lower availability which cannot be upgraded.

27 / 40

What does Asset Management in SEAM encompass?

- A) Availability, capacity, continual service improvement and service design
- B) Configuration management database, asset management and the component lifecycle control
- C) Contractual terms, deliverance, service levels and service components
- D) Licenses, hard and software maintenance, performance

28 / 40

Which of the following should be included in a pre-analysis before negotiation?

- A) Contractual terms, regulations and financial savings
- B) Cost realization, environment structure and support channels
- C) Financial savings/costs, risks and resources to negotiate a long term contract
- D) How to plan the change, environmental structure and operational optimizations

29 / 40

Which is an important agreement term or condition to be negotiated?

- A) Meeting agenda
- B) Meaningful penalties
- C) Pricing

30 / 40

What is one of the **most** important key points in People and Information Asset Management (PINAM)?

- A) Control of the license structure in (cloud) identity management systems
- B) Managing the user account synchronization in the hybrid environment
- C) The balance between information agility and information security
- D) The capacity management for the cloud based document management systems

31 / 40

What is an important direct benefit of People and Information Asset Management (PINAM)?

- A) It increases employee satisfaction by managing the employee lifecycle.
- B) It provides Information control including mobile content and risk reduction.
- C) It provides better compliance and cost control for the organization.
- D) It helps achieving higher grip on the organizations procedures and processes by Internal auditing and control.

32 / 40

Which is a correct USB stick policy?

- A) Decrypted and company owned
- B) Encrypted and company owned
- C) Firewall disabled and company owned
- D) Firewall enabled and company owned

33 / 40

The PINAM principles are to provide: access anywhere, a rich platform and cohesive collaboration.

Which important aspects of PINAM should **not** be sacrificed when following these principles?

- A) Continuity, availability and compliance
- B) Control, security and visibility
- C) Cost, performance and compliance
- D) Procedures, type of hardware and internet connectivity

34 / 40

Which is one of the important aspects of information categorization?

- A) Which information is defined as HR/Finance/IT/Procurement?
- B) Which information is directly accessible from all computers?
- C) Which information is important/valuable in the company?
- D) Which information is required by management?

35 / 40

Which are the 3 types of authentication an Access Control System uses?

- A) Something the user knows, has and finds
- B) Something the user knows, has and is
- C) Something the user knows, seeks and is

36 / 40

How can Shadow IT compromise the company's integrity?

- A) Shadow IT is always illegal software that causes non-compliance.
- B) Shadow IT is possibly not according to the company's security procedures.
- C) Shadow IT is not very stable and has a low availability so causes a lower productivity.
- D) Shadow IT is not maintained by the company's IT department and therefore not acceptable.

37 / 40

Which is the advantage of BYOD for a company?

- A) It increases variety, so the organization can easily experience software on all platforms.
- B) It provides employees with the device of choice, which increases motivation and productivity.
- C) It saves the company time as they do not have to develop hardware standards.

38 / 40

IT Asset Management is part of the IT ECO system.

With what process management framework should IT Asset Management be **primarily** aligned?

- A) To the business lean process model, because this aims a maximizing customer value.
- B) To the Risk IT framework, as this framework focuses on IT risks based upon business risks.
- C) To the project in changing environment framework, as projects normally take care of installing or removing assets.
- D) To the IT Service management framework because this has a big role in managing and controlling the IT assets.

39 / 40

In what way should the IT specialist be aware of IT Asset Management?

- A) Consider updated and corrected inventory information.
- B) Consult the IT Asset Manager for standards when deploying a hardware update.
- C) Ask the Asset Manager for a change impact analysis when a change is considered.
- D) Make sure that all software is licensed according to the contractual terms.

40 / 40

The role of an IT Asset Manager has a lot of challenges.

What is the **biggest** challenge for a starting IT Asset Manager?

- A)** To be compliant and to produce a monthly overview of all IT assets and their status.
- B)** To clean up and dispose all overdue IT assets.
- C)** To get in control of all the IT assets in cooperation with all specialists involved.
- D)** To organize SAM tooling and to have it installed correctly.

Answer key

1 / 40

Which is the key component for ITAM success?

- A) Good understanding of goals, motivation and key drivers from different stakeholders.
- B) Maintain a good relationship with publishers, vendors, customers, legal and finance.
- C) Manage and control all levels of IT assets.
- D) Manage stakeholder expectations.

- A) Correct. See §1.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- B) Incorrect. This is handy but not a key component for success.
- C) Incorrect. This is one of the results, but not a key component
- D) Incorrect. This is only a part, but not the whole picture.

2 / 40

ISO/IEC 19770 is a related standard to ITAM.

What is its purpose?

- A) It is a set of processes for SAM to assist at the risk and cost minimization of IT assets.
- B) It is an international standard for People and Information management to optimize availability, integrity and security.
- C) It is a set of Best Practices to reflect best practice guidance contained within the ITIL (Information Technology Infrastructure Library).
- D) It is a specification for an information security management system (ISMS) to minimize risks of the IT Infrastructure.

A) Correct. ISO 19770 is the standard for Software Asset Management. See §1.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.

B) Incorrect. There is no such standard.

C) Incorrect. ISO 19770 is an ISO standard for SAM, not Best practices for ITIL.

D) Incorrect. ISO 27001 is the standard for Information Security.

3 / 40

Which are the required insights at the Asset Portfolio level for the CIO/CFO?

- A) Investment planning and risk & sustainability
- B) Optimization of the lifecycle and organizational strategic goals
- C) System performance and process control
- D) Utilization of assets, maintenance and supplier performance information

A) Correct. These are the required insights at Asset Portfolio level. See §1.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.

B) Incorrect. This is a mix of operational level and business management level requirements.

C) Incorrect. These are requirements at the Asset Management System level for the Asset Manager.

D) Incorrect. These are requirements at the IT operations level.

4 / 40

The ITAM process framework is a tiered framework combining, standards and Best Practices.

What are Tools within this framework?

- A) Auto discovery tools, database tooling, software recognition tools
 - B) Capacity plans and capacity tooling, end-to-end availability solutions
 - C) Risk assessment, tools, business case templates, RACI models
 - D) Service management systems, service monitoring tooling
-
- A) Incorrect. These are not tools within the ITAMOrg framework.
 - B) Incorrect. These are not tools within the ITAMOrg framework.
 - C) Correct. These are tools that can be used within the ITAMOrg framework. See §1.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
 - D) Incorrect. These are not tools within the ITAMOrg framework.

5 / 40

Which is an outcome of the GAP analysis?

- A) It delivers a project plan and the milestones in the SAM implementation.
 - B) It delivers the KPI's in order to determine the success of SAM.
 - C) It ensures commitment and confirms the key roles.
 - D) It points out useful processes already in place.
-
- A) Incorrect. These are deliverables in a project after the Gap analysis.
 - B) Incorrect. These are deliverables of a project after the Gap analysis.
 - C) Incorrect. These are to do actions after the Gap Analysis.
 - D) Correct. This is an outcome. See §1.3.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.

6 / 40

What does the Hardware Asset Manager need to deliver to the Software Asset Manager?

- A) Documentation on relevant processes and procedures
 - B) Lists of assets including MAC addresses and IP addresses
 - C) Trustworthy and reliable data
 - D) Up-to-date data with valid sources
-
- A) Incorrect. This is not directly required information.
 - B) Incorrect. This is not relevant data for the Software Asset Manager.
 - C) Correct. This is essential for good Asset Management. See §2.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
 - D) Incorrect. The sources do not need to be provided.

7 / 40

What is one of the first decisions an organization needs to take in Hardware Asset Management?

- A) The manage methodology of all IT assets
 - B) The procurement process of all IT assets
 - C) The security level on IT assets
 - D) The IT asset types to be managed
-
- A) Incorrect. This is not one of the first decisions.
 - B) Incorrect. The procurement process is not directly related.
 - C) Incorrect. The security level is not directly related.
 - D) Correct. Which IT assets should be managed is one of the first decisions. See §2.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.

8 / 40

What are the phases in the HAM Lifecycle?

- A) Initiation, Design, Build, Migration, Transition, Closing
- B) Requirements, Design, Implementation, Verification, Maintenance
- C) Strategy, Design, Transition, Operations, Continual Service Improvement
- D) Strategy, Request, Procure, Receive, Manage, Retire

- A) Incorrect. These are steps in Project Management.
- B) Incorrect. These are steps in Software Development.
- C) Incorrect. These are phases in ITIL.
- D) Correct. These are the phases in the HAM lifecycle. See §2.1.3 Workbook EXIN ITAMOrg IT Asset Management Foundation.

9 / 40

Which type of IT assets should **not** be tracked and managed?

- A) Assets like laptops or printers that are tied to a contract.
- B) Assets that are very expensive.
- C) Assets that bring specific value to the business because of its content.
- D) Assets that do not belong to the organization.

- A) Incorrect. Assets tied to a contract should be tracked.
- B) Incorrect. Expensive assets are valuable to the company and should be tracked.
- C) Incorrect. Assets that bring value should be tracked.
- D) Correct. Assets that do not belong to the company (BYOD) need not to be tracked. See §3.2.3 Workbook EXIN ITAMOrg IT Asset Management Foundation.

10 / 40

What is the benefit of hardware standardization?

- A) It enables all employees to work simultaneously.
- B) It secures the optimal purchasing prices.
- C) It simplifies the work of the Hardware Asset Manager.
- D) It supports best-in-class service management processes.

- A) Incorrect. This is not true.
- B) Incorrect. This is not a direct benefit.
- C) Correct. Standardization makes the overview of the hardware assets easier. See §2.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. This is not related.

11 / 40

Which is an objective for hardware disposal?

- A) To prevent hardware from being reused by others.
- B) To protect intellectual property and ensure software compliance.
- C) To make sure that hardware that is written off financially, is not still in use.

- A) Incorrect. Hardware can be reused after Disposal.
- B) Correct. These are correct objectives. See §2.2.3 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. This is not an objective for disposal.

12 / 40

Who are the stakeholders that IT Operations need feedback from, in relation to the hardware lifecycle process?

- A) Contract Manager, Software Asset Manager, Financial Manager, IT Manager, Policy Manager
- B) Contract Manager, Security Manager, Software Asset Manager, Financial Manager, Service Desk
- C) Financial Manager, IT Manager, HR Manager, Policy Manager, Test Manager, Service Desk
- D) Security Manager, Software Asset Manager, Service Desk, HR Manager, Test Manager

- A) Incorrect. A Policy Manager is not a stakeholder.
- B) Correct. These are stakeholders. See §2.2.4 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. A Policy Manager and a Test Manager are not Stakeholders.
- D) Incorrect. A Test Manager is not a stakeholder.

13 / 40

What is the correct purpose of using Hardware Asset management tooling?

- A) To avoid discussions about what should be collected, because a tool provides all required information.
- B) To be able to collect detailed information about the Hardware assets.
- C) To collect hardware information every day, so the CMDB is continuously up-to-date.
- D) To help manage and control the hardware throughout the lifecycle.

- A) Incorrect. This is not the purpose of using tooling.
- B) Incorrect. This might be true, but is not the purpose to use tooling.
- C) Incorrect. The frequency is not the purpose to use tooling (it might be one of the reasons).
- D) Correct. This is the purpose to use tooling. See §2.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.

14 / 40

Which is a valid component of a software asset?

- A) Distribution method
- B) Infrastructure utilization
- C) Purchase terms and currency
- D) Terms and conditions of software

- A) Incorrect. The distribution method is not a component.
- B) Incorrect. The infrastructure utilization is not a valid term.
- C) Incorrect. Currency is not part of a software asset.
- D) Correct. Terms and conditions is used to determine compliance. See §3.1.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.

15 / 40

What is the purpose of Software Asset Management?

- A) To avoid that personnel use shadow IT to achieve their business needs.
- B) To achieve risk reduction, compliance and cost control.
- C) To be able to demonstrate that software is legally obtained.
- D) To enhance capacity and availability planning for strategic forecasting.

- A) Incorrect. This might help, but is not the purpose.
- B) Correct. To control these aspects is the purpose of SAM. See §3.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. This might help, but is not the purpose.
- D) Incorrect. This can be a side effect, but is not the purpose.

16 / 40

What creates a challenge for the IT Asset Manager when software needs upgrading?

- A) Inadequate hardware specifications
- B) Rigid installation process
- C) Risk of loss of proof of purchase
- D) Uneducated users

- A) Incorrect. Hardware specifications is not a SAM problem in this case.
- B) Incorrect. The installation process is not a SAM problem in this case.
- C) Correct. Proof of purchase is one of the central elements. See §3.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. Uneducated users is not a SAM problem in this case.

17 / 40

What is, for a company, one of the **most** important reasons to invest in a good SAM solution?

- A) It guarantees that no software penalties will be imposed.
- B) It helps achieving a good overview of the software in the company which leads to optimization of the IT Infrastructure.
- C) It reduces legal and financial risk for the organization and its responsible management.
- D) It makes efficient use of licenses and effectuates a well balanced portfolio.

- A) Incorrect. SAM will help with a clear overview, but is not a guarantee for compliance.
- B) Incorrect. This is a benefit, but not one of the most important reasons.
- C) Correct. These are the most important reasons. See §3.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. This is a benefit, but not one of the most important reasons.

18 / 40

Which is a potential problem in a SAM program?

- A) Lack of clear responsibility
- B) Non-upgraded software installations
- C) Out-sourced IT
- D) Rigid internal policies

- A) Correct. A central problem with SAM is lack of clear responsibility. §3.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- B) Incorrect. Non-upgraded might serve a problem to IT operations.
- C) Incorrect. Out-sourced IT is not a specific problem to SAM.
- D) Incorrect. Rigid internal policies is not a specific problem to SAM.

19 / 40

Which is a key element in Software License terms and conditions?

- A) End-of-life on individual products
- B) Installation specifications and deployment methods
- C) Named users (with relevant contact information)
- D) Product names and relevant versions

- A) Incorrect. End-of-life is not part of License terms and conditions.
- B) Incorrect. Deployment method is not part of License terms and conditions.
- C) Incorrect. Contact information is not part of License terms and conditions.
- D) Correct. This information is central and traceable to License terms and conditions. See §3.2 & §3.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.

20 / 40

What information is required in an audit?

- A) A financial overview of purchase price on all software auditing vendor
- B) Hardware listing with (at least) CPU, RAM, hard disk and manufacturer information
- C) Software usage/deployment, with current user/computer
- D) Visio (or equivalent) drawings of relevant infrastructure with IP specifications

- A) Incorrect. Purchase prices are not required in an audit.
- B) Incorrect. Hard disk information is not used in an audit.
- C) Correct. This is the information needed from the infrastructure in audits. See §3.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. Drawings are not required in audits.

21 / 40

What is the purpose of an external software audit?

- A) To check if the correct versions of the software are in use, so that support and maintenance are in alignment with the contract.
- B) To confirm compliance to copyright and contract to make sure the software is used correctly and the licenses are paid.
- C) To make sure the software is used in compliance with the security policies of the organization.
- D) To optimize the balance between software in use and the available licenses, so that software is used efficiently.

- A) Incorrect. This can be one of the reasons for an internal audit, but not for an external audit.
- B) Correct. This is the purpose of an external audit. See §3.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. This can be one of the reasons for an internal audit, but not for an external audit.
- D) Incorrect. This can be one of the reasons for an internal audit, but not for an external audit.

22 / 40

What are the common consequences of a contract violation brought up by an external audit?

- A) It results in a warning and the company has to reduce the software in use.
- B) It causes reputational damage, as it will be published that a corporation was not in control.
- C) It leads to an additional fee that has to be paid to correct compliance, it can include a fine.
- D) It leads to imprisonment of the responsible persons in the organization, as it is a crime by law.

- A) Incorrect. The software has been in use, and normally this must be paid for.
- B) Incorrect. Normally a software vendor does not specifically publicize these issues.
- C) Correct. It will lead to extra payments. See §3.3.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. Only in exceptional situations it can lead to imprisonment.

23 / 40

In the cloud contract negotiations certain contract terms should be part of a Service Agenda and others should be included in an agreement on terms and conditions.

Which contract term should be included in a Services Agenda for Cloud contracts?

- A) Meaningful penalties
- B) Inventory information
- C) Exit clauses
- D) Data ownership

- A) Incorrect. Meaningful penalties are part of the Agreement terms and conditions, not the Service Agenda.
- B) Incorrect. Inventory information is part of the Agreement terms and conditions, not the Service Agenda.
- C) Incorrect. Exit clause is part of the Agreement terms and conditions, not the Service Agenda.
- D) Correct. Data ownership is a topic for the Services Agenda. See §4.4.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.

24 / 40

What is/are the **most** important benefit(s) of Cloud services?

- A) Shared hardware so always cheaper than dedicated solutions
- B) Easier safety procedures and simple connectivity
- C) Higher availability of the services
- D) Agility and scalability of the solution

- A) Incorrect. The financial advantage varies and needs to be calculated for each situation.
- B) Incorrect. Safety and connectivity are not by definition simpler (mostly more complex).
- C) Incorrect. Availability can be designed as required also for in-house solutions.
- D) Correct. These are the most important benefits. See §4.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.

25 / 40

What does a Platform as a Service (PaaS) include?

- A) Provider network, servers, storage, business applications
- B) Computers, virtual machines, Infrastructure, firewalls
- C) Provider network, servers, storage, tools
- D) Provider network, computer, virtual machines, firewalls

- A) Incorrect. Business applications is not part of a PaaS platform, It can be operated on that platform but is not part of what the provider offers.
- B) Incorrect. This is what is included in an Infrastructure as a Service (IaaS).
- C) Correct. A PaaS provider offer a platform where it is possible to run its own business applications. See §4.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. This is a combination of what an IaaS and PaaS provider offers.

26 / 40

What are pitfalls of Cloud services?

- A) Changing environment and lack of control.
 - B) Data safety cannot be provided, as it is unknown where data is stored.
 - C) Loss of control on compliance, version updates and influence.
 - D) Lower availability which cannot be upgraded.
-
- A) Incorrect. With a good contract and SLA this can be well managed.
 - B) Incorrect. Data safety can be provided due to high redundancy possibilities in pre-defined locations.
 - C) Correct. See §4.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
 - D) Incorrect. Availability can be as high as desired, but at a cost.

27 / 40

What does Asset Management in SEAM encompass?

- A) Availability, capacity, continual service improvement and service design
 - B) Configuration management database, asset management and the component lifecycle control.
 - C) Contractual terms, deliverance, service levels and service components
 - D) Licenses, hard and software maintenance, performance
-
- A) Incorrect. These are issues for the service provider and not part of SEAM.
 - B) Incorrect. These are issues for the service provider and not part of SEAM.
 - C) Correct. It is at this level that services must be managed. See §4.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
 - D) Incorrect. Hard and software maintenance and performance are normally service provider issues.

28 / 40

Which of the following should be included in a pre-analysis before negotiation?

- A) Contractual terms, regulations and financial savings
- B) Cost realization, environment structure and support channels
- C) Financial savings/costs, risks and resources to negotiate a long term contract
- D) How to plan the change, environmental structure and operational optimizations

- A) Incorrect. This is only available after the negotiations.
- B) Incorrect. This is only available after the negotiations.
- C) Correct. These are the aspects to be included in a pre-analysis. See §4.4.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. These are the steps after the negotiations.

29 / 40

Which is an important agreement term or condition to be negotiated?

- A) Meeting agenda
- B) Meaningful penalties
- C) Pricing

- A) Incorrect. Meeting agenda is not an important term to negotiate.
- B) Incorrect. Meaningful penalties are important, but not terms and conditions.
- C) Correct. This is an important issue to be negotiated within agreement terms and conditions. See § 4.4.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.

30 / 40

What is one of the **most** important key points in People and Information Asset Management (PINAM)?

- A) Control of the license structure in (cloud) identity management systems
- B) Managing the user account synchronization in the hybrid environment
- C) The balance between information agility and information security
- D) The capacity management for the cloud based document management systems

- A) Incorrect. This is an activity for the ICT department, not a key point for PINAM.
- B) Incorrect. This is an activity for the ICT department, not a key point for PINAM.
- C) Correct. This is an important key point. See §5.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. This may be a key point for cloud security, but not for PINAM.

31 / 40

What is an important direct benefit of People and Information Asset Management (PINAM)?

- A) It increases employee satisfaction by managing the employee lifecycle.
- B) It provides Information control including mobile content and risk reduction.
- C) It provides better compliance and cost control for the organization.
- D) It helps achieving higher grip on the organizations procedures and processes by Internal auditing and control.

- A) Incorrect. This is not a direct benefit of PINAM it is a benefit of good HRM.
- B) Correct. This are important benefits of PINAM. See §5.1.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. This is not a direct benefit of PINAM.
- D) Incorrect. This is not a direct benefit of PINAM.

32 / 40

Which is a correct USB stick policy?

- A) Decrypted and company owned
- B) Encrypted and company owned
- C) Firewall disabled and company owned
- D) Firewall enabled and company owned

- A) Incorrect. Decrypted is not a logical policy.
- B) Correct. These are correct policies. See §5.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. This is not related to a USB stick.
- D) Incorrect. This is not related to a USB stick.

33 / 40

The PINAM principles are to provide: access anywhere, a rich platform and cohesive collaboration.

Which important aspects of PINAM should **not** be sacrificed when following these principles?

- A) Continuity, availability and compliance
- B) Control, security and visibility
- C) Cost, performance and compliance
- D) Procedures, type of hardware and internet connectivity

- A) Incorrect. These are topics that should be considered, but are not directly PINAM issues.
- B) Correct. These topics must be taken into consideration. See §5.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. These are topics that should be considered, but are not directly PINAM issues.
- D) Incorrect. These topics are not directly related to the principles.

34 / 40

Which is one of the important aspects of information categorization?

- A) Which information is defined as HR/Finance/IT/Procurement?
- B) Which information is directly accessible from all computers?
- C) Which information is important/valuable in the company?
- D) Which information is required by management?

- A) Incorrect. This is an example of categorization, not aspects of it.
- B) Incorrect. This is not an aspect of categorization.
- C) Correct. The importance and value is an important aspect. See §5.3.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- D) Incorrect. This is not an aspect of categorization.

35 / 40

Which are the 3 types of authentication an Access Control System uses?

- A) Something the user knows, has and finds
- B) Something the user knows, has and is
- C) Something the user knows, seeks and is

- A) Incorrect. What the user finds is not a type of an access control system.
- B) Correct. These are three correct types.
- C) Incorrect. What the user seeks is not a type of an access control system.

36 / 40

How can Shadow IT compromise the company's integrity?

- A) Shadow IT is always illegal software that causes non-compliance.
- B) Shadow IT is possibly not according to the company's security procedures.
- C) Shadow IT is not very stable and has a low availability so causes a lower productivity.
- D) Shadow IT is not maintained by the company's IT department and therefore not acceptable.

- A) Incorrect. Shadow IT does not have to be illegal (for example: Dropbox).
- B) Correct. It has not been selected and tested according corporate procedures. See §5.4.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. Stability does not compromise integrity and Shadow IT can be very stable.
- D) Incorrect. Approved cloud applications are also not maintained by local IT departments.

37 / 40

Which is the advantage of BYOD for a company?

- A) It increases variety, so the organization can easily experience software on all platforms.
- B) It provides employees with the device of choice, which increases motivation and productivity.
- C) It saves the company time as they do not have to develop hardware standards.

- A) Incorrect. Most organizations are not interested in that experience.
- B) Correct. It increases motivation and productivity. See §5.4.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- C) Incorrect. BYOD is only part of IT, so standards are still required.

38 / 40

IT Asset Management is part of the IT ECO system.

With what process management framework should IT Asset Management be **primarily** aligned?

- A) To the business lean process model, because this aims at maximizing customer value.
- B) To the Risk IT framework, as this framework focuses on IT risks based upon business risks.
- C) To the project in changing environment framework, as projects normally take care of installing or removing assets.
- D) To the IT Service management framework because this has a big role in managing and controlling the IT assets.

- A) Incorrect. The business Lean process model is not primarily the framework to align to.
- B) Incorrect. The Risk IT framework might be interesting for some aspects, but is not the primary framework to align to.
- C) Incorrect. The PRINCE-2 framework is not primarily the framework to align to.
- D) Correct. The IT Service management framework should be closely aligned. See Chapter 6 - Introduction - Workbook EXIN ITAMOrg IT Asset Management Foundation.

39 / 40

In what way should the IT specialist be aware of IT Asset Management?

- A) Consider updated and corrected inventory information.
- B) Consult the IT Asset Manager for standards when deploying a hardware update.
- C) Ask the Asset Manager for a change impact analysis when a change is considered.
- D) Make sure that all software is licensed according to the contractual terms.

- A) Correct. The IT Specialist should be aware of this. See §6.2.2 Workbook EXIN ITAMOrg IT Asset Management Foundation.
- B) Incorrect. Standards should be available through procedures, not via the Asset Manager.
- C) Incorrect. This is the job of change management, if required.
- D) Incorrect. This is the job of the IT Asset Manager.

40 / 40

The role of an IT Asset Manager has a lot of challenges.

What is the **biggest** challenge for a starting IT Asset Manager?

- A) To be compliant and to produce a monthly overview of all IT assets and their status.
 - B) To clean up and dispose all overdue IT assets.
 - C) To get in control of all the IT assets in cooperation with all specialists involved.
 - D) To organize SAM tooling and to have it installed correctly.
-
- A) Incorrect. To be compliant and to produce a monthly report cannot be done without good IT Governance.
 - B) Incorrect. These are activities that are part of the job, but not the biggest challenges.
 - C) Correct. To get in control and to level with his peers is the biggest challenge. See §6.2.1 Workbook EXIN ITAMOrg IT Asset Management Foundation.
 - D) Incorrect. 'A fool with a tool is still a fool'. If the IT Asset Manager is not in control a tool will not solve the issues.

Evaluation

The table below shows the correct answers to the questions in this set of sample questions.

Question	Answer Key	Question	Answer Key
1	A	21	B
2	A	22	C
3	A	23	D
4	C	24	D
5	D	25	C
6	C	26	C
7	D	27	C
8	D	28	C
9	D	29	C
10	C	30	C
11	B	31	B
12	B	32	B
13	D	33	B
14	D	34	C
15	B	35	B
16	C	36	B
17	C	37	B
18	A	38	D
19	D	39	A
20	C	40	C

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