

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- ServiceNow CIS - Data Foundations (required by ServiceNow)
- Platform implementation knowledge recommended

TARGET AUDIENCE

- Software asset managers
- ServiceNow implementers and administrators
- License compliance and procurement staff
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Software Asset Management
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Software Asset Management: core SAM fundamentals, data integrity, practical license compliance, operational integration and extending SAM.

CIS-SAM validates software license and compliance management skills and requires CIS - Data Foundations.

This course prepares you for the **ServiceNow CIS - Software Asset Management** exam.

WHAT YOU WILL BE ABLE TO DO

- Manage software assets from planning to retirement
- Manage licenses, entitlements and metrics
- Use software discovery and normalization
- Reconcile software data for compliance
- Reclaim unused licenses and control cost
- Create SAM standards and processes

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- Software Asset Core Overview & Fundamentals
- Data Integrity - Attributes and Sources
- Practical Management of Software Compliance
- Operational Integration of Software Processes
- Extending SAM

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

CIS - Data Foundations (CMDB and CSDM)

Required prerequisite

This Implementation Specialist credential

Professional

COURSE MODULES

01 Software Asset Core Overview & Fundamentals 14% of exam › Topic A: SAM concepts › Topic B: SAM workspace › Topic C: Roles	04 Operational Integration of Software Processes 13% of exam › Topic A: Requests › Topic B: Reclamation › Topic C: ITSM integration
02 Data Integrity - Attributes and Sources 28% of exam › Topic A: Discovery models › Topic B: Normalization › Topic C: Content library	05 Extending SAM 15% of exam › Topic A: SaaS license management › Topic B: Publisher packs › Topic C: Cloud
03 Practical Management of Software Compliance 30% of exam › Topic A: Entitlements › Topic B: Reconciliation › Topic C: License metrics	

TERMS

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