



Sample Exam

Exam Name: ISO/IEC 19770 - Certified Lead Implementer

Exam Code: ISO-19770-CLI

1. Which part of ISO/IEC 19770 establishes the terminology and foundational principles for IT Asset Management?

- A) Part 1
- B) Part 2
- C) Part 3
- D) Part 4

Answer: A

2. The primary focus of ISO/IEC 19770 Part 2 is:

- A) Hardware asset lifecycle management
- B) Software asset management and compliance
- C) IT governance frameworks
- D) Data protection standards

Answer: B

3. Which ITAM lifecycle phase involves evaluating organizational IT needs, defining objectives, and establishing policies?

- A) Deployment
- B) Acquisition
- C) Planning
- D) Retirement

Answer: C

4. A key objective of ITAM is to optimize Total Cost of Ownership (TCO). Which of the following is the most direct method to achieve this?

- A) Conducting internal audits only
- B) Tracking asset utilization and reallocating underutilized resources
- C) Standardizing software license agreements
- D) Integrating ITAM with ISO 9001 only

Answer: B

5. Which role is primarily responsible for overseeing all ITAM activities and ensuring alignment with ISO/IEC 19770 standards?

- A) IT Asset Analyst
- B) IT Asset Administrator
- C) IT Asset Manager
- D) ITAM Auditor

Answer: C

6. Risk management in ITAM includes all of the following EXCEPT:

- A) Identifying software license violations
- B) Tracking asset usage patterns
- C) Integrating ITAM with organizational strategy
- D) Conducting employee satisfaction surveys

Answer: D

7. Which of the following BEST describes governance in IT Asset Management?

- A) Ad hoc management of IT assets without formal policies
- B) Framework of policies, procedures, and roles aligning ITAM with business objectives
- C) Only the documentation of software licenses
- D) Delegating asset management entirely to external vendors

Answer: B)
