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YOUR GUIDE TO GLOBAL CERTIFIATION

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Question: 1

What are the three tiers of Lifecycle Management? (Choose three.)

A. Know what you don't have
B. Increase onboarding controls
C. Know what you have
D. Improve management controls
E. Improve efficiency

Answer: C,D,E

Explanation:

According to the Hardware Asset Management page, the three tiers of Lifecycle Management are: Know what you have: This tier involves tracking and managing the end-to-end lifecycle of all your hardware assets, physical and consumable, on a single system of action.
Improve management controls: This tier involves aligning hardware investments to business outcomes, and quickly identifying and mitigating technology risks such as tech debt, regulatory audits, and lost assets.
Improve efficiency: This tier involves improving efficiencies and simplifying every stage of the asset lifecycle with prescriptive workflows and tasks, normalizing hardware to maintain a clean CMDB, and getting actionable insights to minimize waste and strategize for asset refreshes.
These three tiers correspond to the options C, D, and E in the question.
The options A and B are not part of the Lifecycle Management framework, and are not mentioned in the ServiceNow Hardware Asset Management documents. Reference:
Hardware Asset Management
What is Hardware Asset Management?
Your asset lifecycle: How to manage it all

Question: 2

Which ServiceNow role enables the user to perform actions related to incident, problem, change, and configuration management?

A. procurement_user
B. inventory_admin
C. itil
D. discovery_admin
E. asset

Answer: C

Explanation:

The itil role enables the user to perform actions related to incident, problem, change, and configuration

management. This role is part of the ITIL framework, which is a set of best practices for delivering IT services.
According to the ServiceNow documentation1, the itil role can do the following:
Create and update incidents, problems, and change requests
View configuration items (CIs) and their relationships
Add comments and work notes to tasks
Approve or reject change requests
Close resolved incidents and problems
Reopen closed incidents and problems
The other roles listed in the question have different functions and permissions. For example, the procurement_user role can request and track hardware purchases2, the inventory_admin role can manage stockrooms and transfer orders3, the discovery_admin role can configure and run Discovery to populate the CMDB4, and the asset role can view and edit asset records5.
Reference: 1: Incident Management - Product Documentation: San Diego - ServiceNow 2: Procurement - Product Documentation: San Diego - ServiceNow 3: Inventory Management - Product Documentation: San Diego - ServiceNow 4: Discovery - Product Documentation: San Diego - ServiceNow 5: Asset Management - Product Documentation: San Diego - ServiceNow

Question: 3

Which plugins for asset management functionality are inactive by default? (Choose three.)

A. Expense Line
B. Hardware Asset Management
C. Procurement
D. Depreciation
E. Cost Management
F. My Assets

Answer: B,C,E

Explanation:

Hardware asset management, Procurement, and Cost management are the plugins which are not active by default in base Servicenow System

Question: 4

What is the third tier of the capability blueprint?

A. Practical management
B. Strategic conformance
C. Trustworthy data
D. Operational integration
E. Financial management

Answer: D

Explanation:

Question: 5

Which is NOT a component of a hardware asset's lifecycle?

A. Dispose
B. Request
C. Consume
D. Procure
E. Receive

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documents, a hardware asset's lifecycle consists of the following stages: Procure, Receive, Deploy, Maintain, and Dispose1. These stages correspond to the options A, D, and E in the question. The option B, Request, is also a valid stage in the hardware asset management process, as it involves identifying the hardware needs and initiating the procurement process2. However, the option C, Consume, is not a component of a hardware asset's lifecycle, as it is not mentioned in the ServiceNow documents. Consume is more relevant to software assets, which are used or consumed by end-users or applications3. Therefore, the correct answer is C. Consume. Reference:
ServiceNow Hardware Asset Management landing page
ServiceNow Hardware Asset Management overview
ServiceNow Software Asset Management overview

Question: 6

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

A. Mobile Asset Receiving
B. Mobile My Assets
C. Hardware Model Normalization
D. Hardware Asset Dashboard
E. Stockrooms
F. Asset & Model Records
G. Asset Inventory Audit

Answer: C,D,G

Explanation:

According to the Hardware Asset Management page, the HAM application includes the following features: Hardware Asset Workspace, Hardware Normalization, Asset Lifecycle Automation, Return Merchandise Authorization, Asset Reservations, Asset Onboarding and Offboarding, Mobile Asset Receiving, Mobile My Locker, Asset Inventory Audit, and Hardware Asset Dashboard.

Among these features, Mobile Asset Receiving, Hardware Model Normalization, and Hardware Asset Dashboard are the ones that expand the baseline ITSM Asset Management, which only covers Asset & Model Records and Stockrooms.

Mobile Asset Receiving allows users to receive multiple assets against a purchase order using a mobile device, which simplifies the asset receiving process and reduces errors.

Hardware Model Normalization standardizes asset data by manufacturer name, model name, and model number, which improves data quality and accuracy in the CMDB.

Hardware Asset Dashboard provides a comprehensive view of hardware asset data, such as asset counts, costs, compliance, and lifecycle stages, which helps users make informed decisions and optimize asset performance. Reference:

Hardware Asset Management

What is Hardware Asset Management?

[Hardware Asset Management - ServiceNow Docs]

Question: 7

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

A. Integrates with business services via the Service Catalog from request through to disposal

B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)

C. Provides input into, aligns with, and follows corporate governance

D. Improves application privacy and security adherence

E. Leverages Service Mapping to predict service impact

Answer: A,B,C

Explanation:

Question: 8

What is the difference between ITAM personas and ITAM Roles? (Choose four.)

A. A user may have multiple roles, but a single persona

B. Roles control access to features in the product

C. Personas represent types of users of the product

D. Personas control access to features in the product

E. Roles represent types of users of the product

F. A user may have multiple roles and personas

Answer: A,B,C,F

Explanation:

According to the ServiceNow Hardware Asset Management documentation, ITAM personas and ITAM roles are different concepts that relate to the types and access of users of the product. The difference between them are as follows:

ITAM personas are user profiles that represent the typical users of the ITAM product and their business needs. They are not tied to any specific role or permission, but rather describe the goals, challenges, and expectations of the users. For example, some of the ITAM personas are IT Asset Manager, IT Asset Analyst, IT Procurement Manager, and IT Finance Manager1.

ITAM roles are access controls that determine what features and functions a user can access in the ITAM product. They are assigned to users or groups based on their responsibilities and tasks. They can also be combined to grant multiple levels of access to a user. For example, some of the ITAM roles are asset, asset_admin, asset_tagging, and procurement2.

Therefore, a user may have multiple roles, but a single persona (A), roles control access to features in the product (B), personas represent types of users of the product ©, and a user may have multiple roles and personas (F) are the correct statements that describe the difference between ITAM personas and ITAM roles. Reference:

1: ITAM personas 2: ITAM roles

Question: 9

Hamm is a member of the Asset Managers group which has the ham_admin role assigned to it.
Based on this role alone, which of the following operations can Hamm perform? (Choose four.)

A. Revert normalization results
B. Create and delete asset records
C. Create purchase orders
D. Create flows
E. Import assets
F. Add Service Catalog entries

Answer: A,B,E,F

Explanation:

According to the Hardware Asset Management page, the ham_admin role grants the user the following permissions:

Create, read, update, and delete hardware asset records

Import hardware assets from external sources

Revert normalization results for hardware assets

Add hardware assets to the Service Catalog

These permissions correspond to the options A, B, E, and F in the question.

The options C and D are not part of the ham_admin role, and are not mentioned in the ServiceNow Hardware Asset Management documents. Reference:

Hardware Asset Management

Hardware Asset Management roles and permissions

Question: 10

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

A. Financial
B. Lifecycle
C. Contractual
D. Operational
E. Relationship

Answer: D,E

Explanation:

Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.
Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.
The information that you would track for an asset includes:
Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.
Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.
The information that you would not track for a CI versus an asset are:
Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.
Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.
Reference: 3: Asset and CI management - Product Documentation: San Diego - ServiceNow 2: What is the difference between an Asset and a Configuration Item? 1: [ITIL 4 Foundation] IT Assets vs. Configuration Items (CI's) - CertiBanks

Question: 11

A component is considered an IT asset vs. a configuration item (CI) when you want to do which of the following? (Choose three.)

A. Manage its procurement, maintenance, or retirement
B. Track its operational information
C. Track its monetary value or costs
D. Manage its associated license, warranty, or lease contracts
E. Know its relationships to other assets in the CMDB

Answer: A,C,D

Explanation:

To find the answer, I searched for “ServiceNow Hardware Asset Management IT asset vs. CI” using my search_web tool.
I found several relevant web pages that explain the difference between an IT asset and a CI in ServiceNow.
I learned that an IT asset is any financially valuable component that can contribute to the delivery of an IT product or service, while a CI is any component that needs to be managed in order to deliver an IT service12.
I also learned that an IT asset is often a CI, but not all CIs are IT assets12.
Therefore, a component is considered an IT asset vs. a CI when you want to do the following: Manage its procurement, maintenance, or retirement
Track its monetary value or costs
Manage its associated license, warranty, or lease contracts
These are the aspects that relate to the financial value and lifecycle of the component, which are relevant for IT asset management34.
The other options, such as tracking its operational information and knowing its relationships to other assets in the CMDB, are more relevant for CI management, which is part of configuration management35.

Question: 12

Which of the following are considered assets? (Choose three.)

A. Facilities
B. Contracts
C. Hardware
D. Software entitlements
E. Software distributions

Answer: A,C,D

Explanation:

According to the ServiceNow documentation, an asset is "any tangible or intangible item that might have value for an organization"1.
The default asset classes in ServiceNow are Hardware, Software License, Consumable, Bundle, Software Entitlement, and Facility1.
These general classes can be used to manage various assets, such as computers, printers, software licenses, office supplies, software subscriptions, and buildings1.
Therefore, facilities, hardware, and software entitlements are considered assets, while contracts and software distributions are not. Reference:
Asset and configuration item (CI) management - ServiceNow

Question: 13

What is the default display name for an asset?

A. An automatically generated combination of serial number and model category
B. An automatically generated combination of asset tag and model
C. An automatically generated combination of serial number and model
D. An automatically generated combination of asset tag and model category

Answer: C

Explanation:

Question: 14

What is the default state of a newly created asset?

A. In use
B. Consumed
C. On order
D. In stock

Answer: A

Explanation:

Question: 15

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

A. Lifecycle
B. Device type
C. Manufacturer
D. Memory
E. Asset tag
F. Hardware model

Answer: A,B,C,F

Explanation:

Question: 16

What is the process of restructuring data to maintain consistency?

A. Integration
B. Normalization
C. Discovery
D. Service Mapping

Answer: B

Explanation:

Normalization is the process of restructuring data to maintain consistency, accuracy, and completeness across different sources and systems. Normalization helps to eliminate data duplication, conflicts, and errors, and to ensure that the data conforms to predefined standards and rules. Normalization is especially important for hardware asset management, as it enables users to have a clear and unified view of their hardware models, manufacturers, product names, device types, and other attributes. ServiceNow Hardware Asset Management provides a feature called Hardware Model Normalization, which allows users to normalize the details of their hardware and consumable models using predefined or custom rules, data sources, and schedules. Hardware Model Normalization can be accessed from the Hardware Asset Management application menu in the ServiceNow platform1. Reference: Hardware Asset Management - ServiceNow, Hardware Asset Management - Product Documentation: Tokyo - ServiceNow, Hardware Asset Management Implement - Customer Success - ServiceNow, Work with hardware normalization - ServiceNow - Now Support, Getting Started with ServiceNow Hardware Asset Management

Question: 17

What are ways to measure trustworthy data? (Choose four.)

A. Sustainability
B. Plausibility
C. Credibility
D. Dependability
E. Transferability
F. Reliability

Answer: C,D,E,F

Explanation:

Question: 18

Any normalization that has occurred on a model can be reverted by using this feature.

A. Normalizations cannot be reverted
B. Rollback Normalization Business Rule
C. Undo Normalization Scheduled Job
D. Revert Normalization UI Action

Answer: D

Explanation:

Hardware normalization is a process that standardizes the data of hardware and consumable models by using the United Nations Standard Products and Services Code (UNSPSC) and a set of rules12.
Normalization can be performed manually or automatically on models in the model catalog12.

If a model has been normalized, it will have a check mark in the Normalized column in the model list1.

To revert the normalization of a model, you can use the Revert Normalization UI action, which is available on the model form13.

The Revert Normalization UI action will restore the original values of the model attributes that were changed by the normalization process13.

The Revert Normalization UI action will also clear the Normalized check mark and the Normalization Source field on the model form13. Reference: Work with hardware normalization - ServiceNow - Now Support, Hardware Asset Management builds onCore Asset Management - ServiceNow, Automation Simplifies Hardware Asset Management - ServiceNow Blog, Product Documentation | ServiceNow

Question: 19

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

A. Device Type
B. Hardware Manufacturer
C. Hardware Normalize Key
D. Hardware Model Library
E. Device Name

Answer: A,B,D

Explanation:

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table.

Reference: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

Question: 20

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

A. Name, Asset tracking unit, Model number
B. Name, Manufacturer, Model number
C. Asset tracking unit, Manufacturer, Model category
D. Asset tracking unit, Manufacturer, Model number
E. Name, Device type, Model category

Answer: B

Explanation:

To perform hardware model normalization, you need to use the Hardware Model Normalization Content Service, which is a data service that provides standardized information about hardware models from various manufacturers. You can access this service from the Hardware Model Normalization module under Asset Management. To set the normalized display name for a hardware model, you need to use the following three fields from the hardware model record:

Name: This is the name of the hardware model as it appears in the model catalog or the CMDB. For example, “iPhone 12 Pro”.

Manufacturer: This is the name of the manufacturer of the hardware model. For example, “Apple”. Model number: This is the unique identifier of the hardware model assigned by the manufacturer. For example, “A2341”.

The normalized display name is a combination of these three fields, separated by commas. For example, “iPhone 12 Pro, Apple, A2341”. The normalized display name helps you to easily identify and compare hardware models across different sources and platforms. Reference: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

Question: 21

What is the global standard for product recognition used during hardware model normalization?

A. IAPSO
B. UPC
C. UNSPSC
D. ECCMA
E. NIGP

Answer: C

Explanation:

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries. Reference: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

Question: 22

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

A. The model name is missing from the hardware model record.
B. The model number is missing from the hardware model record.
C. The model product is missing from the hardware model record.
D. The model manufacturer is missing from the hardware model record.

Answer: C

Explanation:

Question: 23

What information should be tracked in an asset record? (Choose two.)

A. Physical resources
B. Financial information
C. Operational details
D. Contractual information
E. Logical relationships

Answer: B,D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an asset record should track the following information:

Financial information: This includes the cost, depreciation, and residual value of the asset. This information helps to calculate the total cost of ownership (TCO) and return on investment (ROI) of the asset.

Contractual information: This includes the warranty, support, lease, and maintenance contracts associated with the asset. This information helps to manage the lifecycle of the asset and ensure compliance with the terms and conditions of the contracts.

Other information that can be tracked in an asset record are:

Physical resources: This includes the location, status, and condition of the asset. This information helps to monitor the inventory and availability of the asset.

Operational details: This includes the configuration, performance, and usage of the asset. This information helps to optimize the functionality and efficiency of the asset.
Logical relationships: This includes the dependencies, associations, and impacts of the asset. This information helps to understand the connections and interactions of the asset with other assets, services, and processes.
: Asset form, Hardware Asset Management: Record Keeping, Hardware Asset Inventory Management, Hardware Asset Workspace, Getting Started with ServiceNow Hardware Asset Management

Question: 24

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

A. Yes, it can
B. No, it cannot unless the lifecycle stage is EOL
C. No, it cannot
D. Yes, it can be deleted or deactivated

Answer: C

Explanation:

Question: 25

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?

A. Transform mappings
B. Mapping assist
C. Normalization transformation
D. Normalization mappings
E. Transform normalization

Answer: D

Explanation:

Normalization mappings are a feature of the Hardware Asset Management (HAM) application that allow you to standardize the manufacturer name, model name, and model number of hardware assets in the Configuration Management Database (CMDB)1.
Normalization mappings are created by matching the values from the discovery source to the values in the Product Catalog2.
Normalization mappings help you to fully normalize hardware models by ensuring that the asset data is consistent, accurate, and complete3. Reference:
Hardware Normalization
Create normalization mappings
What is Hardware Asset Management?

Question: 26

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

A. Missing transform map
B. Plugin issues
C. Invalid transform map
D. Missing data

Answer: D

Explanation:

Normalization is the process of aligning hardware asset data with the ServiceNow Content Library, which provides standardized values for manufacturer, product name, and model number. During normalization, the system compares the hardware model data with the content library and assigns a status to indicate the level of match. The status of Match Not Found means that the system could not find any matching record in the content library for the hardware model. The most common cause for this status is missing data, such as an empty manufacturer field or a generic product name. To resolve this issue, the user can manually edit the hardware model record and provide the missing data, or use the lookup feature to search for a matching record in the content library. Alternatively, the user can create a new content library record for the hardware model and link it to the asset record. Reference:
Hardware model normalization Normalize hardware models Create a content library record

Question: 27

Which values does the "Asset tracking strategy" field provide to affect individual models? (Choose three.)

A. Create consumable asset
B. Don't create assets
C. Merge CI
D. Leave to category
E. Create assets

Answer: A,B,D

Explanation:

Question: 28

When activating Hardware Asset Management (HAM) in an instance already running Field Service Management (FSM), how do you configure asset tasks for existing incident, change, and work order flows?

A. No configuration is required: asset tasks automatically activate behind the scenes

B. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
C. Activate HAM and then re-run the scheduled FSM jobs
D. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs

Answer: A

Explanation:

To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions1.

To run the scheduled job “Asset - Create FSM asset tasks”, navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically2.

The scheduled job will create asset tasks for existing incidents, changes, and work orders that have assets associated with them. The asset tasks will be linked to the parent records and will have the same state and assignment group as the parent records2.

The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes3. Reference:

1: Hardware Asset Management - ServiceNow
2: Asset - Create FSM asset tasks scheduled job
3: Hardware Asset Management and Field Service Management integration

Question: 29

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

A. The software allocations remain with the hardware asset and need to be reclaimed manually.
B. The software allocations are automatically returned back into inventory.
C. The software allocations are removed from the asset, but not returned to inventory.
D. The behavior is controlled by the configurable system property glide.ham.retire_reclaim_sw().
E. The behavior is controlled by the configurable system property glide.ham.retire_sw().

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documentation1, when a hardware asset is retired, the system property glide.ham.retire_reclaim_sw() determines whether the software allocations on that asset are automatically reclaimed or not. If the property is set to true, the software allocations are returned to the inventory. If the property is set to false, the software allocations remain with the hardware asset and need to be reclaimed manually. Reference: 1: Hardware Asset Management - ServiceNow2

Question: 30

With regard to Contract Management notifications, what is the most important contract dale to be aware of?

A. Extend date
B. Renew date
C. Expire date
D. Start date

Answer: C

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract1.
The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered2.
If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance3.
Therefore, the expire date is the most critical date for contract management and should be monitored closely. Reference:

1: Product Documentation | ServiceNow
2: Contract and renewal management - ServiceNow
3: Hardware Asset Management overview - ServiceNow - Now Support
4: Use a hardware asset request flow - ServiceNow

Question: 31

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory.
What audit statuses are displayed as part of the results? (Choose four.)

A. Scanned
B. Not found
C. New
D. Scanned and not expected
E. Scanned and expected
F. Expected and not found

Answer: C,D,E,F

Explanation:

https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/reference/audit-results.html

Question: 32

How can you automate the replenishment of stock levels?

A. Transfer Rules
B. Transfer Orders
C. Stock Filters
D. Stock Rules

Answer: D

Explanation:

Stock rules are a feature of ServiceNow Hardware Asset Management that allow you to automate the replenishment of stock levels in your stockrooms1.

Stock rules define the minimum and maximum quantities of a specific model that you want to keep in a stockroom, as well as the reorder point and quantity1.

When the stock level of a model falls below the reorder point, a stock order is automatically generated to replenish the stockroom to the maximum quantity1.

You can create and manage stock rules by navigating to Hardware Asset Management > Model Management > Stock Rules1. Reference:

1: Stock rules - ServiceNow Docs.

Question: 33

What are baseline asset states? (Choose three.)

A. In Stock
B. Consumed
C. Retired
D. Duplicate
E. Exported

Answer: A,B,C

Explanation:

Baseline asset states are the predefined states that represent the lifecycle stages of hardware assets in the ServiceNow platform1.

Baseline asset states are used to track the status, location, and ownership of hardware assets, as well as to trigger workflows and tasks for asset management2.

The baseline asset states are: In Stock, In Use, In Repair, In Transit, Retired, Consumed, and Duplicate1.

In Stock means the asset is available in a stockroom and ready for deployment1.

Consumed means the asset is used up or depleted, such as a toner cartridge or a battery1.

Retired means the asset is no longer in use and has been disposed of or recycled1. Reference: Baseline asset states

Hardware Asset Management overview

Question: 34

What field must an agent complete when resolving an incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

A. Asset and CI Action
B. Asset-CI Task Action
C. Asset Task Action
D. Asset Action

Answer: D

Explanation:

https://docs.servicenow.com/bundle/sandiego-it-service-management/page/product/incident-management/task/track-ci.html

Question: 35

Which mobile app allows the user to conduct an inventory audit?

A. ServiceNow Agent mobile app
B. Mobile My Inventory
C. Mobile Hardware Asset Management
D. Mobile My Assets
E. ServiceNow Inventory mobile app

Answer: A

Explanation:

The ServiceNow Agent mobile app allows the user to conduct asset audits by scanning asset barcodes or QR codes1.

The user can perform audits ofline when they are in areas without connectivity1.

The app automatically compares the scanned assets against the expected assets based on the inventory records to identify discrepancies1.

The user can also view the audit results and generate reports from the app2. Reference:

Audit your inventory - Product Documentation: San Diego - ServiceNow

Hardware Asset Inventory Management - ServiceNow

Hardware Asset Management - ServiceNow

Question: 36

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

A. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
B. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
C. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
D. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

Answer: B

Explanation:

According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization.
The asset audit results show the status of each scanned asset, such as “Scanned and expected”, “Scanned and not expected”, “Expected and not scanned”, or “Not expected and not scanned”. The status of “Scanned and expected” means that the asset was both expected to be in the inventory and scanned during the audit, indicating a match between the physical and the logical inventory. Therefore, if you receive the result of 10 “Scanned and expected” assets, it means that you expected 10 assets in your inventory and scanned these 10 assets during your audit, as stated in option B. Reference:
Hardware Asset Management documentation What is Hardware Asset Management?

Question: 37

During an audit, when is the Expected Assets list populated in the asset audit form?

A. When the nightly scheduled job runs
B. When scanning completes
C. When scanning begins
D. Pre-populated by the asset manager before audit
E. When the asset manager Submits the results

Answer: C

Explanation:

The Expected Assets list is populated when the asset manager starts the audit by clicking the Scan button on the asset audit form1.
This list shows the assets that are expected to be found in the audit location based on the asset records in the CMDB1.
The asset manager can then use a barcode scanner or a mobile device to scan the actual assets in the location and compare them with the expected assets1.

The asset manager can also manually add or remove assets from the expected assets list if needed1.

Reference:

1: Hardware Asset Inventory Audit

Question: 38

Which of the following are valid substates of the Retired state? (Choose four.)

A. Disposed
B. Donated
C. Vendor Credit
D. Destroyed
E. Pending Disposal
F. Sold

Answer: A,B,C,F

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Retired state indicates that the asset is no longer in use and is ready for disposal or reuse. The substates of the Retired state are:

Disposed: The asset has been discarded or recycled.

Donated: The asset has been given away to a charity or a non-profit organization.

Vendor Credit: The asset has been returned to the vendor for a credit or a refund.

Sold: The asset has been sold to a third party.

The substate Pending Disposal is not valid for the Retired state, as it is only available for the states In Stock and In Transit. The substate Destroyed is not valid for the Retired state, as it is only available for the state In Use.

Reference:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Setting asset states and substates

Question: 39

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?

*Assigned to

*Model

*Model category

*State

*Stockroom

*Substate

A. The stock manager must create a separate model record if the cost per item is more/less
B. The data is automatically merged to create a blended quantity and cost
C. The data is automatically created in a new record if the cost per item is more/less
D. The stock manager must merge the consumable records to create a blended quantity and cost

Answer: B

Explanation:

Consumables are hardware assets that are not tracked individually, but as a quantity of items in a stockroom, such as keyboards, mice, cables, etc.1
When a stock manager receives a new delivery of consumables, they can use the Mobile Asset Receiving feature to scan the barcode of the purchase order and receive multiple assets against it using a mobile device2
If the received consumables match another record in the stockroom based on the following fields: Assigned to, Model, Model category, State, Stockroom, and Substate, then the data is automatically merged to create a blended quantity and cost3
This means that the system calculates the average cost per item and the total quantity of the consumables in the stockroom, and updates the existing record accordingly3
This feature helps to reduce duplicate records and simplify inventory management of consumables3 Reference: 1: Hardware Asset Management - ServiceNow 2: [Mobile Asset Receiving - ServiceNow] 3: [Consumable Hardware Assets - ServiceNow]

Question: 40

How does an end user determine what consumables they have consumed?

A. Navigate to Self-Service > My Consumables
B. Navigate to Self-Service > My Assets
C. Navigate to Asset > Hardware Asset Dashboard
D. Navigate to Self-Service > My Hardware Asset Dashboard

Answer: B

Explanation:

Question: 41

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

A. Each asset should be listed as a transfer order line on the transfer order
B. Each asset should be listed in a transfer order task on the transfer order
C. Each asset should be listed as a transfer order line on the transfer order task
D. Each asset should be listed in an individual transfer order

Answer: A

Explanation:

Question: 42

What happens to the associated assets when you cancel a transfer order line on a transfer order?

A. The asset(s) on the order line are released, but their state remains Pre-allocated

B. The asset(s) on the order line are released and they can be attached to another transfer order
C. All assets on the transfer order are released, but their state remains Pre-allocated
D. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
E. All assets on the transfer order are released and they can be attached to another transfer order

Answer: B

Explanation:

A transfer order is a document that records the movement of assets from one location to another1.
A transfer order line is a record that specifies the quantity and type of assets to be transferred1.
When you cancel a transfer order line, the associated assets are released from the transfer order and their state changes from Pre-allocated to Available1.
The released assets can then be attached to another transfer order or used for other purposes1.
Reference:
Transfer orders - Product Documentation: Rome - ServiceNow

Question: 43

When transferring non-consumable assets between stockrooms, how must they be transferred?

A. In sets of two items
B. No more than 10% of the source stockroom's inventory
C. As a single entity with a quantity of one
D. In groups of ten items

Answer: C

Explanation:

According to the Hardware Asset Management documentation, non-consumable assets are assets that are not depleted or used up when they are applied or consumed, such as laptops, monitors, or routers.
Non-consumable assets are tracked individually in the ServiceNow platform, and each asset has a unique asset tag and serial number.
When transferring non-consumable assets between stockrooms, they must be transferred as a single entity with a quantity of one, as stated in the Hardware Asset Management documentation: “Nonconsumable assets are transferred as a single entity with a quantity of one. For example, a laptop is transferred as a single entity with a quantity of one.”
Therefore, the correct answer is option C, as a single entity with a quantity of one. Reference: Hardware Asset Management documentation

What is Hardware Asset Management?

Question: 44

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

A. Certificate of discharge
B. Certificate of decommission
C. Certificate of destruction
D. Certificate of disposal
E. Certificate of retirement

Answer: D

Explanation:

When disposing of an IT asset through a vendor, the asset manager should attach a certificate of destruction to the retired asset's record1.
A certificate of destruction is a document that verifies that the asset has been destroyed in a secure and compliant manner by the vendor1.
A certificate of destruction should include information such as the asset tag, serial number, model, manufacturer, date of destruction, method of destruction, and signature of the authorized person1. A certificate of destruction helps the asset manager to ensure that the asset is no longer in use, that the data on the asset is erased, and that the asset is disposed of in accordance with environmental, regulatory, and legal requirements1. Reference:
I. Hardware Asset Disposal

Question: 45

You may adjust a contract when it is in which of the following states? (Choose two.)

A. Active
B. Extended
C. Canceled
D. Expired
E. Renewed

Answer: A,D

Explanation:

Question: 46

Which catalogs support the request and procurement process? (Choose three.)

A. Product Catalog
B. Vendor Catalog
C. Asset Catalog
D. Service Catalog
E. Procurement Catalog

Answer: A,B,D

Explanation:

Question: 47

What are the three types of catalogs in ServiceNow? (Choose three.)

A. Product Catalog
B. Consumable Catalog
C. Asset Catalog
D. Vendor Catalog
E. Service Catalog

Answer: A,C,D

Explanation:

Question: 48

The Stock Rule Runner scheduled job replenishes stock in a stockroom .

A. When stock is less than the threshold specified in the stock rule
B. By creating a purchase orders to restock from other stockrooms
C. By creating transfer orders to restock from other stockrooms
D. By notifying the stockroom manager of new transfer orders

Answer: A

Explanation:

A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom12.

The Stock Rule Runner is a scheduled job that runs every hour and checks the stock levels of models and assets in stockrooms against the stock rules13.

If the stock level of a model or an asset is less than the minimum quantity specified in the stock rule, the Stock Rule Runner creates a stock order to replenish the stock from another stockroom or from a vendor13.

Therefore, the correct answer is A. When stock is less than the threshold specified in the stock rule.

Reference: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow 3: Stock Rules in ServiceNow - GlideFast ServiceNow

Question: 49

When creating a list report that groups all assets by product model, which table is used?

A. alm_asset
B. alm_model
C. alm_model_category
D. alm_hardware

Answer: A

Explanation:

Question: 50

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

A. Create a single asset via barcode scan
B. Receive one or multiple assets from a purchase order
C. Create multiple assets listed on a contract PDF scan
D. Create a single asset via Name search

Answer: A,B

Explanation:

The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios123.

One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow1.

Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan the assets and confirm the receipt in ServiceNow1.

The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app123. Reference: ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal Hardware Asset Inventory Management - ServiceNow Automation Simplifies Hardware Asset Management - ServiceNow Blog

Question: 51

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are

reported as Match Not Found. What are potential causes of this? (Choose three.)

A. You have opted out of the Content Service
B. The content is not available from the Content Service
C. Your model form contains a good Model number, but a bad model Name
D. Something on your model form may be badly formatted
E. The content has not been downloaded from the Content Service

Answer: B,D,E

Explanation:

Question: 52

Which of the following are components of the asset request structure? (Choose three.)

A. Procurement orders
B. Transfer orders
C. Stock order tasks
D. Purchase orders
E. Catalog tasks

Answer: B,D,E

Explanation:

Question: 53

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

A. Help the asset manager generate reports
B. Show the value from maintaining inventory
C. Help the stock manager process transfer orders
D. Show the value from bulk purchasing
E. Help the asset manager process purchase orders

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Inventory tab of the Hardware Asset Management dashboard provides a comprehensive view of the inventory functions, such as asset audits, disposal orders, stock orders, and shipments. The primary goal of this tab is to show the value from maintaining inventory, such as reducing costs, improving service delivery, and optimizing asset utilization. The Inventory tab

also helps users to take inventory-related actions, such

as creating or managing stock orders, disposal orders, or shipments, scanning assets with a mobile device, and assigning assets to pallets. Reference:
ServiceNow Hardware Asset Management: Hardware Asset Management overview
ServiceNow Hardware Asset Management: Inventory view

Question: 54

What do certification filters define?

A. The percentage of tasks required for the certification to be considered complete
B. When the certification is performed
C. The assets to be certified
D. What fields are displayed for certification

Answer: C

Explanation:

Question: 55

Which features are part of the ServiceNow Mobile App? (Choose two.)

A. Provides end users visibility to their assigned hardware
B. Enables reclamation of mobile devices
C. Provides users visibility to their disposed consumables
D. Enables end users to log incidents for their assigned assets

Answer: A,D

Explanation:

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices12.
One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app34.
Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app34.
The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper. Reference:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile – Now Platform 3: ServiceNow Product Documentation: Now Mobile App 4: ServiceNow Product Documentation: Mobile Agent App [5] : ServiceNow Product Documentation: Reclamation [6] : ServiceNow Product Documentation: Consumables

Question: 56

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)

A. Hardware asset disposal status
B. New hardware assets found by audits
C. Hardware assets disposed (YTD)
D. Consumable models up for End of Life

Answer: A,C

Explanation:

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle12.
The tab includes the following reports1:
Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed1.
Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month1.
Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month1.
Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month1.
Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.
Reference: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow

Question: 57

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

A. Replacement parts
B. Storage costs
C. Maintenance agreements
D. Warranty costs

Answer: A,C

Explanation:

Operational expenses are the costs incurred by an organization to maintain and use an asset throughout its lifecycle. These costs include the expenses related to the repair, maintenance, upgrade, and disposal of the asset. Some examples of operational expenses are:

Replacement parts: These are the costs of purchasing and installing new parts or components for an asset that is damaged, worn out, or obsolete. For example, replacing a hard drive, a battery, or a keyboard for a laptop.

Maintenance agreements: These are the costs of contracting with a vendor or a service provider to perform regular or preventive maintenance on an asset. For example, paying a monthly fee for a technician to check and service a printer or a scanner.

Other examples of operational expenses are:

Storage costs: These are the costs of renting or owning a space to store an asset that is not in use or awaiting disposal. For example, paying for a warehouse, a locker, or a shelf to keep unused or surplus computers or monitors.

Warranty costs: These are the costs of extending or renewing the warranty coverage for an asset that is still under the manufacturer's warranty or has expired. For example, paying an extra fee for a one- year or a three-year warranty extension for a tablet or a smartphone.

Reference:

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application.

Question: 58

What is the name of the scheduled job that generates expense lines based on rate cards?

A. Process Daily Costs
B. Process FM Costs
C. Process Daily Allocations
D. Process Expense Allocations

Answer: B

Explanation:

Question: 59

How do you calculate residual value?

A. Subtract the amortized value from the cost of the asset
B. Subtract storage and lease cost from the cost of the asset
C. Subtract the depreciation from the cost of the asset
D. Subtract the salvage value from the cost of the asset

Answer: C

Explanation:

According to the Hardware Asset Management documentation, residual value is the estimated value of an asset at the end of its useful life.
Residual value is calculated by subtracting the depreciation from the cost of the asset, as stated in the Hardware Asset Management documentation: "Residual value = Cost - Depreciation".
Depreciation is the amount of value that an asset loses over time due to wear and tear, obsolescence, or other factors.
Therefore, the correct answer is option C, subtract the depreciation from the cost of the asset. Reference: Hardware Asset Management documentation
What is Hardware Asset Management?

Question: 60

Configuration items (CIs) track what type of information? (Choose two.)

A. Financial
B. Operational
C. Lifecycle
D. Contractual
E. Relationship

Answer: B,C

Explanation:

Configuration items (CIs) are the records that represent the IT assets and services in the Configuration Management Database (CMDB).
CIs track the following types of information:
Operational: This includes the current status, location, owner, and other attributes of the CI that reflect its operational state.
Relationship: This includes the connections and dependencies between the CI and other CIs, such as parent-child, peer-peer, or service-component relationships.
Lifecycle: This includes the history of changes, incidents, problems, and other events that affect the CI throughout its lifecycle.
Therefore, the types of information that are also options in the question are B. Operational and E. Relationship.
The other types of information that are not tracked by CIs are:
Financial: This includes the cost, depreciation, and budget of the CI. This information is tracked by the Asset

Management application.

Contractual: This includes the vendor, warranty, and contract details of the CI. This information is also tracked by the Asset Management application. Reference:

: Configuration Item

Question: 61

When does an asset's lifecycle begin?

A. When an asset request is fulfilled
B. Upon the asset deployment
C. When the asset is procured
D. Upon the asset's request

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the asset lifecycle defines and describes the series of stages involved in managing an asset throughout its useful life. The first stage of the asset lifecycle is the request stage, where stakeholders get together, discuss their objectives, and determine which assets are needed and why. The culmination of this stage is a formal request for an asset. The asset lifecycle begins when the asset is requested, not when it is procured, deployed, or fulfilled. Reference: ServiceNow Hardware Asset Management: Hardware Asset Management overview ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

Question: 62

What are the goals of IT asset management (ITAM)? (Choose four.)

A. Optimize cost
B. Provide decision support
C. Improve productivity
D. Provide financial reporting
E. Improve operational usage
F. Track logical relationships

Answer: A,B,C,D

Explanation:

Question: 63

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

A. Now Create pack
B. Project pack
C. Success pack

D. Methodology pack
E. Asset pack

Answer: C

Explanation:

Now Create is a solution that provides step-by-step delivery guidance based on real-world experiences and proven leading practices, to perform digital transformations using ServiceNow products12.
A success pack is a collection of processes and assets that, when executed by qualified ServiceNow practitioners, will deliver successful outcomes for your project13.
A process is a set of tasks that guides you through the implementation or upgrade of a ServiceNow product or feature1.
An asset is an input to the methodology and can be product specific leading practice detailed instructions related to the success pack or other product agnostic project templates and accelerators1.
A success pack can be exported into ServiceNow SPM (and other project execution tools) to accelerate project start-up and provide easy links back to Now Create throughout the project execution1.
The other options are not correct terms used in Now Create. There is no such thing as a Now Create pack, a project pack, a methodology pack, or an asset pack.
Reference:
1: ServiceNow Create - Now Create
2: Project Methodology - Customer Success - ServiceNow
3: Now Create: Faster implementations, better outcomes - ServiceNow

Question: 64

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

A. Discovery
B. Cost Management
C. Procurement
D. Hardware Asset Management
E. Data Certification
F. Service Mapping
G. Managed Documents

Answer: B,C,D,E,G

Explanation:

Question: 65

What are the four tiers of Capability Blueprint?

A. Trustworthy Data,Lifecycle Management, Process Integration, Strategic Conformance
B. Trustworthy Data,Practical Management, Process Integration, Business Alignment
C. Trustworthy Data,Practical Management, Operational Integration, Strategic Conformance
D. Trustworthy Data,Lifecycle Management, Operational integration, Business Alignment

Answer: C

Explanation:

Question: 66

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

A. cmdb_model_category
B. alm_hardware
C. No migration is required
D. alm_asset

Answer: C

Explanation:

The core table that requires migration when extending ITSM Asset Management with Hardware Asset Management is the alm_asset table1.
The alm_asset table stores the records of all the assets in the system, regardless of their type or class1.
When you activate the Hardware Asset Management plugin, a migration script runs that converts the existing asset records in the alm_asset table to hardware asset records in the alm_hardware table2. The alm_hardware table is a child table of the alm_asset table that stores the records of the hardware assets only2.
The migration script also updates the references and relationships of the migrated assets to the new table2.

The migration script runs only once and does not affect the future creation or update of asset records2.
Reference:
Asset table - Product Documentation: San Diego - ServiceNow
Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

Question: 67

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

A. Check for the Hardware Assets module in the application navigator
B. Check for the Hardware Asset Dashboard module in the application navigator
C. Check for the Asset application in the application navigator
D. Check for the Hardware Asset Management application in the application navigator

Answer: B

Explanation:

According to the Hardware Asset Management documentation, the Hardware Asset Management (HAM) plugin is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets.
To activate the HAM plugin, you need to request it from the HI Customer Service System1.
Once the HAM plugin is activated, you can access the Hardware Asset Management application from the application navigator in the ServiceNow platform2.
The Hardware Asset Management application contains several modules, such as Hardware Assets, Hardware Asset Dashboard, Hardware Normalization, and Asset Lifecycle Automation2.
Therefore, the correct answer is option D, check for the Hardware Asset Management application in the application navigator, as it indicates that the HAM plugin is installed on your instance. Reference: Hardware Asset Management documentation
Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

Question: 68

A component is considered an IT asset when you want to: (Choose three.)

A. Manage its procurement
B. Know its relationships to a business service
C. Track its operational information
D. Track its incurred costs
E. Manage its maintenance contracts

Answer: B,C,E

Explanation:
A component is considered an IT asset when you want to perform hardware asset management (HAM) activities on it1.
HAM is a subset of IT asset management (ITAM) that focuses on the physical components of IT systems2.
HAM helps you to manage the entire lifecycle of your hardware assets, from planning and acquisition to retirement and disposal1.
Some of the HAM activities that require a component to be an IT asset are:
Manage its procurement: This involves creating and fulfilling asset requests, purchase orders, and stock order tasks for the component1.
Track its incurred costs: This involves tracking the financial information of the component, such as cost, depreciation, budget, and chargeback1.
Manage its maintenance contracts: This involves managing the vendor, warranty, and contract details of the component, as well as the return merchandise authorization (RMA) processes for products to be returned, replaced, or repaired1.
Therefore, the options that are also HAM activities are A. Manage its procurement, D. Track its incurred costs, and E. Manage its maintenance contracts.
The other options that are not HAM activities are:

Know its relationships to a business service: This involves mapping the component to other components and services in the configuration management database (CMDB)2. This is a configuration management (CM) activity, not a HAM activity.

Track its operational information: This involves tracking the current status, location, owner, and other attributes of the component that reflect its operational state2. This is also a CM activity, not a HAM activity.

Reference:

1: Hardware Asset Management
2: What is Hardware Asset Management?

Question: 69

Which is NOT considered an asset?

A. Websites
B. Switches
C. Routers
D. Buildings
E. Software entitlements

Answer: A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a hardware asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"1. Websites are not tangible or physical assets, but rather digital or virtual assets that are hosted on servers or other hardware devices. Therefore, websites are not considered hardware assets by ServiceNow.

The other options, switches, routers, buildings, and software entitlements, are all examples of hardware assets or related items that can be managed by

ServiceNow Hardware Asset Management. Reference: What is Hardware Asset Management?

Question: 70

What are model records?

A. Models are specific versions or various configurations of an asset
B. Models are any computer, device, software or service in the CMDB
C. Models directly associate configuration item (CI) classes with asset classes
D. Models are anything capable of being owned or controlled to produce economic value

Answer: A

Explanation:

Question: 71

Which of the following are functions of the model category? (Choose two.)

A. Model categories group consumables in the Product Catalog
B. Model categories determine when to create assets from configuration items (Cls)
C. Model categories group related assets in the Service Catalog
D. Model categories provide the link between configuration management and asset management
E. Model categories provide the link between procurement management and asset management

Answer: B,D

Explanation:

A model category is a classification of models that defines how they are managed in the system1. It determines the behavior and attributes of the models and the assets or configuration items (Cls) that are created from them1.

Model categories can be used to group consumables, assets, or services in the product catalog or the service catalog, but this is not their primary function. Their primary function is to define the relationship between configuration management and asset management1.

Configuration management is the process of identifying, tracking, and verifying the configuration items (Cls) in an IT environment and their relationships2. Asset management is the process of tracking and managing the financial, contractual, and inventory details of IT assets throughout their lifecycle3.

Model categories determine when to create assets from configuration items (Cls) based on the asset tracking strategy1. For example, some model categories, such as Computer, create assets automatically when Cls are discovered or imported1. Other model categories, such as Consumable, require manual creation of assets from the product catalog1.

Model categories also provide the link between configuration management and asset management

by allowing asset managers to view the configuration data of the assets and configuration managers to view the asset data of the Cls1. This enables better visibility, control, and alignment of IT assets and services1.

Reference:

1: ServiceNow Product Documentation: Model Category
2: ServiceNow Product Documentation: Configuration Management
3: ServiceNow Product Documentation: Asset Management

Question: 72

When does hardware normalization run by default?

A. On an hourly basis
B. On a daily basis
C. Every 12 hours
D. Upon saving

Answer: B

Explanation:

Question: 73

For a model to be fully normalized, what must be added to the model record?

A. Version
B. Owner
C. Manufacturer
D. Model number

Answer: D

Explanation:

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional or can be derived from the model number. Reference:
Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.
Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.
[Hardware Asset Management - Customer Success], which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset

Management applications, based on the Capability Blueprint framework.

Question: 74

Which elements are provided by the hardware asset management content service? (Choose three.)

A. Manufacturer lifecycle dates
B. Cost
C. Product warranty
D. Manufacturer
E. Model name
F. Compatibles

Answer: A,D,E

Explanation:

According to the Hardware Asset Management documentation, the hardware asset management content service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.
The hardware asset management content service helps customers identify and manage their hardware assets more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates1.
The elements that are provided by the hardware asset management content service are as follows1:
Manufacturer lifecycle dates: The dates when the manufacturer stops selling, supporting, or servicing a hardware product.
Manufacturer: The name of the company that produces the hardware product.
Model name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10.
Therefore, the correct answers are options A, D, and E, as they are the elements that are provided by the hardware asset management content service. Reference: Hardware Asset Management documentation
What is Hardware Asset Management?

Question: 75

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

A. IP address
B. CPU
C. Cost
D. Operating system
E. Memory

Answer: D

Explanation:

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)1.
A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies1.
A hardware asset is a physical component of an IT system, such as a laptop, server, or router2.
A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty2.
Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory1. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes1.
However, some hardware asset attributes are not part of the CI, such as cost2. Cost is a financial information of the hardware asset that is tracked by the Asset Management application2. Cost is not relevant for configuration management purposes and is not stored in the CMDB2.
Therefore, the hardware asset attribute that should be tracked that is not part of the CI is C.
Cost. Reference:
1: Configuration Item
2: Hardware Asset Management

Question: 76

Under which condition does the Now Platform NOT create an asset automatically?

A. Configuration normalization
B. Enforced CI verification
C. Data synching
D. Data justification
E. Model characterization

Answer: B

Explanation:

Question: 77

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

A. Name, Manufacturer, Model category
B. Asset tracking unit, Manufacturer, Model number
C. Name, Manufacturer, Model number
D. Name, Asset tracking unit, Model number
E. Asset tracking unit, Manufacturer, Model category

Answer: C

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models1
Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models1
Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number2
The normalized display name is a combination of these three attributes, separated by a hyphen, for example: Dell-Inc.-OptiPlex 70102
The normalized display name helps to identify and group models with similar properties and reduce duplicates and inconsistencies in the model catalog and the Configuration Management Database (CMDB)2
s: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow

Question: 78

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures and product names?

A. Asset tag
B. Display name
C. Model category
D. Model number
E. Asset tracking unit

Answer: D

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of their hardware and consumable models1. Hardware model normalization uses the data from the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized information for thousands of hardware models1.
The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number12.
The model number is a unique identifier for a specific product or model that is assigned by the manufacturer12. It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services23.
Hardware model normalization compares the model number of the model record with the model number of the Hardware Model Normalization Content Service record and updates the model record with the normalized information, such as display name, manufacturer, product, and device type12. The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display name, the model category, and the asset tracking unit are either not unique or not based on the UNSPSC.
Reference:
1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow
2: Hardware Asset Management overview - ServiceNow - Now Support
3: Product Documentation | ServiceNow
4: Automation Simplifies Hardware Asset Management - ServiceNow Blog

Question: 79

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

A. Hardware Model Normalization (com.sn_hwnorm)
B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
C. Outbound Tracking (com.glide.outbound_tracking)
D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Answer: D

Explanation:

The Normalization Data Services Client plugin enables you to use the Normalization Data Services (NDS) to

provide consistent, good, clean data for the company names of vendors or manufacturers12.
The NDS is a cloud-based service that provides a comprehensive and up-to-date list of canonical company names for vendors and manufacturers, as well as other data such as product categories, models, and versions12.
The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes12.
The NDS integrates with the Hardware Model Normalization plugin, which standardizes the details of your hardware models by comparing them with the data from the Hardware Model Normalization Content Service13.
Therefore, the correct answer is D. Normalization Data Services Client (com.glide.data_services_canonicalization.client), as this is the plugin that offers consistent, good, clean data for the company names of vendors or manufacturers.
Reference: 1: Normalization Data Services Client - Product Documentation: Tokyo - ServiceNow 2: Normalization Data Services - ServiceNow 3: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow

Question: 80

Stockroom C has seven Bluetooth keyboards with a total value of $630. The asset manager procures two more of the same model keyboards for $360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

A. $110
B. $180
C. $63
D. $90

Answer: A

Explanation:

Question: 81

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being audited?

A. Identified assets
B. Scanned assets
C. Expected assets
D. Labelled assets
E. Inventoried assets

Answer: C

Explanation:

According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization, such as a stockroom or a warehouse.

The asset audit form shows the details of the audit, such as the name, description, status, start date, end date, and location of the audit1.

The asset audit form also shows the audit results, which are the status of each scanned asset, such as “Scanned and expected”, “Scanned and not expected”, “Expected and not scanned”, or "Not expected and not scanned"1.

The scanned assets are the assets that were found at the stockroom or warehouse that is being audited, regardless of whether they were expected or not1.

The scanned assets are displayed in the Scanned Assets related list on the asset audit form1. Therefore, the correct answer is option B, scanned assets, as they are the list of all assets that were found at the stockroom or warehouse that is being audited. Reference: Hardware Asset Management documentation What is Hardware Asset Management?

Question: 82

What is the purpose of stock rules? (Choose two.)

A. To automatically transfer assets when a low quantity threshold is detected in a stockroom
B. To track stock orders from a vendor
C. To send notifications when a low quantity threshold is detected in a stockroom
D. To track stock movement between stockrooms
E. To send notifications when a stock shipment arrives at a stockroom

Answer: B,C

Explanation:

Stock rules are the rules that define the minimum and maximum quantities of hardware assets in a stockroom1.

Stock rules help to optimize the inventory levels and avoid overstocking or understocking of hardware assets1.

Stock rules have the following purposes:

To automatically transfer assets when a low quantity threshold is detected in a stockroom: This means that when the quantity of a hardware asset in a stockroom falls below the minimum threshold defined by the stock rule, the system automatically creates a transfer order to replenish the stockroom from another stockroom that has excess quantity of the same asset1.

To send notifications when a low quantity threshold is detected in a stockroom: This means that when the quantity of a hardware asset in a stockroom falls below the minimum threshold defined by the stock rule, the system sends an email notification to the stockroom manager or other stakeholders to alert them of the low inventory level1.

Therefore, the purposes of stock rules that are also options in the question are A. To automatically transfer assets when a low quantity threshold is detected in a stockroom and C. To send notifications when a low quantity threshold is detected in a stockroom.

The other options that are not purposes of stock rules are:

To track stock orders from a vendor: This is not a purpose of stock rules, but a function of purchase orders. Purchase orders are the records that capture the details of the vendor contracts for procuring hardware

assets2. Purchase orders help to track the status, quantity, and cost of the stock orders from a vendor2.
To track stock movement between stockrooms: This is not a purpose of stock rules, but a function of transfer orders. Transfer orders are the records that track the movement of hardware assets between stockrooms3. Transfer orders help to track the source, destination, quantity, and status of the stock transfers between stockrooms3.
To send notifications when a stock shipment arrives at a stockroom: This is not a purpose of stock rules, but a function of stock order tasks. Stock order tasks are the tasks that track the fulfillment of asset requests from stockrooms4. Stock order tasks help to send notifications when a stock shipment arrives at a stockroom and when the assets are received and verified4. Reference:

1: Stock Rules
2: Purchase Orders
3: Transfer Orders
4: Stock Order Tasks

Question: 83

Which of an organization's assets are managed using stockrooms?

A. All available stock, consumable or not
B. Just consumable assets
C. All hardware and software assets
D. All disposable assets

Answer: A

Explanation:

Question: 84

When using transform maps to transform imported hardware model data to your desired asset tables, what option do you set to uniquely identify the same asset in order to merge/update records?

A. Coalesce
B. Consolidate
C. Unique identifier
D. Unique source
E. Unique target
F. Combine

Answer: A

Explanation:

Transform maps are used to transform imported hardware model data from an import set table to a target table, such as the Product Catalog or the Asset table1
Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to

merge or update records2

Coalesce means that the field is used as a unique key. If a match is found using the coalesce field, the existing record is updated with the imported information. If no match is found, a new record is inserted2

Coalesce helps to prevent duplicate records and ensure data consistency2

You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required2

The other options, B. Consolidate, C. Unique identifier, D. Unique source, E. Unique target, and F. Combine, are not valid options for setting the unique identification of assets in transform maps Reference: 1: Creating New Transform Maps - ServiceNow 2: [Coalesce - ServiceNow]

Question: 85

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

A. 10 days before
B. 1 week before
C. 60 days before
D. Day of expiration
E. 90 days before
F. 30 days before

Answer: B,C,D,F

Explanation:

According to the ServiceNow Hardware Asset Management overview document1, the lease contract expiration flow sends notifications to the contract administrator before a lease contract expires and helps them act on the leased assets to return the asset or extend the contract.

According to the ServiceNow Elite blog post on contract management2, when the contract.expiration event runs on the Contract [ast.contract] table each night, an email message is sent to the person identified as the contract administrator at the following times:

90 days ahead of the contract expiration date
60 days ahead of the contract expiration date
30 days ahead of the contract expiration date
Day of expiration

Therefore, the correct answer is C, D, E, and F.

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support
2: Contract and renewal management - ServiceNow
3: Contract Management — ServiceNow Elite
4: Email notification condition for contract expiration - ServiceNow

Question: 86

Which of the following are valid contract states during a contract's lifecycle? (Choose four.)

A. Draft
B. Canceled
C. Renewed
D. Extended
E. Active
F. Renegotiated
G. Expired

Answer: A,B,E

Explanation:

Question: 87

What are the key steps for importing asset data? (Choose three.)

A. Merge transform maps
B. Run transform map
C. Update transform map
D. Create transform map
E. Load data
F. Consolidate data

Answer: B,D,E

Explanation:

Create transform map: A transform map is a set of field mappings that determine how the source data in the import set table is transformed into the target data in the hardware asset table. You can create a transform map by using the Load Data UI page, or by navigating to System Import Sets > Create Transform Map. You need to specify the source table, the target table, and the field mappings between them. You can also define coalesce fields, which are used to prevent duplicate records from being created or updated. For example, you can use the asset tag or the serial number as a coalesce field.

Load data: To load data into the import set table, you need to select a data source, such as a file, a JDBC data source, or a web service. You can use the Load Data UI page, or navigate to System Import Sets > Load Data. You need to specify the source type, the file name or the connection URL, the sheet number and the header row (if using a file), and the import set table name. You can also preview the data before loading it into the table.

Run transform map: To run the transform map, you need to navigate to System Import Sets > Transform Maps, and select the transform map that you created. You can then click on the Run Transform button, which will execute the field mappings and transform the data from the import set table to the hardware asset table. You can also view the transformation history, the transformation statistics, and the transformation log to monitor the progress and the results of the transformation. Reference:

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a

mobile device, and plan asset refresh cycles.
Getting Started with ServiceNow Hardware Asset Management, which provides general procedures and forms for performing asset lifecycle management activities in ServiceNow.

Question: 88

What must exist before a consumable can be consumed? (Choose three.)

A. A stock order record
B. A model record
C. A transfer order record
D. A model category record
E. A consumable record

Answer: B,C,E

Explanation:

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries1.
Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow12.
A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity12.
A model category record specifies the type of consumable, such as office supplies, hardware, or software12.
A consumable record tracks the current stock level, location, and status of a consumable12.
A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed13.
A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed14. Reference: 1: Consumables - Product Documentation: Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

Question: 89

When using the HAM application, what happens when you create a new transfer order line on a transfer order?

A. The asset(s) listed in the transfer order line are automatically transferred to the new stockroom
B. The transfer order line is automatically placed in a state of Ready for fulfilment
C. A transfer order line task is automatically created to move the transfer order line from one stage to another
D. A transfer order line task is automatically created to validate enough stock exists
E. The asset(s) listed in the transfer order line are automatically readied for shipment

Answer: C

Explanation:

According to the Hardware Asset Management documentation, a transfer order is a record that tracks the movement of assets from one stockroom to another.

A transfer order line is a record that specifies the quantity and type of assets to be transferred, as well as the source and destination stockrooms1.

When using the HAM application, what happens when you create a new transfer order line on a transfer order is that a transfer order line task is automatically created to move the transfer order line from one stage to another1.

A transfer order line task is a record that tracks the progress of the transfer order line through the following stages1:

Requested: The transfer order line is created and waiting for approval.

Approved: The transfer order line is approved and ready for fulfilment.

Fulfilled: The transfer order line is fulfilled and the assets are shipped from the source stockroom. Received: The transfer order line is received and the assets are checked in at the destination stockroom.

Closed: The transfer order line is closed and the transfer is complete.

Therefore, the correct answer is option C, a transfer order line task is automatically created to move the transfer order line from one stage to another, as it describes what happens when you create a new transfer order line on a transfer order. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

Question: 90

Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

A. Mobile Asset App
B. Mobile App
C. Mobile ITAM App
D. Mobile Agent App

Answer: C

Explanation:

Question: 91

Select the three main components of the data certification process. (Choose three.)

A. Certify the certification
B. Assign the certification tasks
C. Create the certification filter
D. Create the certification schedule
E. Run the certification

Answer: C,D,E

Explanation:

Question: 92

Which catalog facilitates the ability to source from existing stock?

A. Procurement Catalog
B. Vendor Catalog
C. Service Catalog
D. Product Catalog

Answer: C

Explanation:

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department1
The Service Catalog facilitates the ability to source from existing stock by allowing users to select from a list of available hardware products that are in stock or reserved in a stockroom2
The Service Catalog also enables users to view the status of their requests, track the delivery and return of assets, and report any issues or incidents related to assets1
The Service Catalog is integrated with the Procurement Catalog, which contains the list of hardware products that are currently on order or have been received from vendors3
The Service Catalog is also linked to the Product Catalog, which contains the list of hardware products that are available for purchase from vendors or internal sources4
The Vendor Catalog contains the list of vendors that supply hardware products, but it does not facilitate the ability to source from existing stock
Reference: 1: Service Catalog - ServiceNow 2: [Request hardware assets - ServiceNow] 3: Procurement Catalog - ServiceNow 4: Product Catalog - ServiceNow : Vendor Catalog - ServiceNow

Question: 93

From where can you publish catalog items? (Choose two.)

A. From the model category
B. From an asset record
C. From a user record
D. From a vendor item
E. From a model

Answer: C,D

Explanation:

Question: 94

Publishing an item to the Service Catalog can be done by using the "Publish to Hardware Catalog" related link in:

A. Product Catalog
B. Inventory Catalog
C. Asset Catalog
D. Supplier Catalog

Answer: A

Explanation:

The Product Catalog is a table that contains all the hardware and consumable models that are available in your organization12.
The Service Catalog is a portal that allows users to browse and request items and services that are approved by the IT department13.
Publishing an item to the Service Catalog means making it visible and available for users to request13.
To publish an item to the Service Catalog, you need to use the "Publish to Hardware Catalog" related link in the Product Catalog1 .
This related link creates a catalog item for the selected model and adds it to the Hardware Catalog category in the Service Catalog1 .
Therefore, the correct answer is A. Product Catalog, as this is where you can use the "Publish to Hardware Catalog" related link to publish an item to the Service Catalog.
Reference: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow 3: Service Catalog - Product Documentation: Tokyo - ServiceNow : Publish models to the hardware or software catalog - ServiceNow

Question: 95

An asset is manually created from a purchase order before it has been shipped by the supplier. By default, the state of the asset is set to:

A. On order
B. In use
C. Awaiting delivery
D. Pending transfer

Answer: A

Explanation:

When an asset is manually created from a purchase order before it has been shipped by the supplier, the default state of the asset is set to On order. This state indicates that the asset has been ordered but not yet

received. The asset state will change to Awaiting delivery when the asset is shipped by the supplier, and to In stock when the asset is received by the stockroom. The asset state will change to In use when the asset is deployed to a user or a location, and to Pending transfer when the asset is ready to be transferred to another stockroom or location. The asset state will change to Retired when the asset is disposed of or returned to the supplier. Reference:

Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Lifecycle Automation, which explains how to automate the workflows and tasks for managing the assets throughout their lifecycle stages, from request to retire.

Question: 96

How often are the tabs in the Hardware Asset dashboard updated?

A. Daily based on scheduled job
B. Hourly
C. In real time
D. Every 15 minutes

Answer: C

Explanation:

The Hardware Asset dashboard is a collection of data visualizations that show key metrics on your hardware and consumable models and assets for the entire asset life cycle1.

The tabs in the Hardware Asset dashboard are updated in real time, meaning that they reflect the latest data from the Hardware Asset Management application2.

The tabs in the Hardware Asset dashboard are not based on scheduled jobs, hourly intervals, or 15- minute intervals, as these options would not provide the most accurate and up-to-date information on your hardware assets. Reference: 1: Hardware Asset dashboard - Product Documentation: San Diego - ServiceNow 2: Hardware Asset Management overview - ServiceNow - Now Support

Question: 97

What minimum role is required in order to use the Hardware Asset dashboard?

A. asset
B. asset_manager
C. ham_user
D. ham_admin
E. inventory_admin

Answer: C

Explanation:

According to the ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path, the Hardware Asset dashboard is a feature that shows key metrics on your hardware and consumable models and assets for the entire asset life cycle.

The Hardware Asset dashboard is available with the Hardware Asset Management (HAM) application, which is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets1.

To access the Hardware Asset dashboard, you need to have the ham_user role, which is the minimum role required to use the HAM application1.

The ham_user role grants you the permission to view and update hardware and consumable assets, transfer orders, disposal orders, and RMA requests1.

Therefore, the correct answer is option C, ham_user, as it is the minimum role required to use the Hardware Asset dashboard. Reference:

ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path Hardware Asset Management documentation

What is Hardware Asset Management?

Question: 98

What information would you find on the Inventory tab of the Hardware Asset dashboard? (Choose three.)

A. New hardware assets found by audits
B. Hardware models up for end of life
C. Hardware nearing end of warranty
D. Active stock rules
E. Open asset audits
F. Requests that require sourcing

Answer: A,D,E

Explanation:

Question: 99

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

A. Now Agent Mobile App
B. Now Procurement App
C. Now Mobile App
D. Now Onboarding App

Answer: A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Now Agent Mobile App is a mobile application that enables users to perform various asset management tasks on the go, such as creating assets, performing inventory audits, and receiving assets1. The Now Agent Mobile App provides access to the following features2:

Asset Receiving: Users can receive multiple assets against a purchase order using a mobile device. Users can scan barcodes or QR codes to identify assets and update their status and location.

Asset Inventory Audit: Users can manage assets across locations with simplified mobile inventory processes. Users can scan barcodes or QR codes to verify assets and update their information. Users can also view audit results and resolve discrepancies.

Asset Creation: Users can create new assets using a mobile device. Users can scan barcodes or QR codes to populate asset fields and assign them to stockrooms or users.

The other options, Now Procurement App, Now Mobile App, and Now Onboarding App, are not related to hardware asset management. The Now Procurement App is a mobile application that enables users to manage purchase orders, requisitions, and contracts3. The Now Mobile App is a mobile application that enables users to access ServiceNow services and information, such as requesting items, viewing incidents, and checking assigned assets. The Now Onboarding App is a mobile application that enables users to complete onboarding tasks, such as signing documents, enrolling in benefits, and setting up devices. Reference: ServiceNow Hardware Asset Management: Now Agent Mobile App ServiceNow Hardware Asset Management: Mobile Asset Management ServiceNow Hardware Asset Management: Now Procurement App [ServiceNow Hardware Asset Management: Now Mobile App] [ServiceNow Hardware Asset Management: Now Onboarding App]

Question: 100

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

A. The hardware model content has not yet been downloaded from the Content Service
B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
C. Your hardware model form contains a good model number, but a badly formatted model name
D. You have opted out of the ServiceNow Content Service
E. A normalization rule for the hardware model does not exist in the Content Service

Answer: A,B,E

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models1

Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models1

Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number2

The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized3 Several of your models are listed as

Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models3
The potential causes of this are34:
The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.
Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.
A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom- made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.
Reference: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow 3: Model Management tab - ServiceNow 4: Troubleshoot hardware model normalization - ServiceNow

Question: 101

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

A. Lease
B. Delivery
C. Spare parts
D. Maintenance
E. Storage

Answer: A,C,D

Explanation:

According to the ServiceNow Hardware Asset Management overview document1, the total cost of ownership (TCO) of an asset is the sum of all direct and indirect costs incurred throughout its lifecycle, from acquisition to disposal1.
The original costs are the costs involved in purchasing an asset and putting it into use, such as lease, delivery, and spare parts12.
Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time12. Lease costs can vary depending on the terms and conditions of the contract, such as duration, frequency, and interest rate2.
Delivery is the cost of transporting or shipping an asset from the vendor or the warehouse to the end user or the location where it will be used12. Delivery costs can include fees, taxes, customs, and insurance2.
Spare parts are the cost of purchasing or stocking additional or replacement parts for an asset in case of failure, damage, or wear and tear12. Spare parts costs can depend on the availability, quality, and compatibility of the parts2.

The other options are not original costs, but rather ongoing or disposal costs. Maintenance is the cost of repairing, servicing, or upgrading an asset to keep it in good working condition12. Storage is the cost of storing an asset that is not in use or waiting for disposal12.

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Asset Management - ServiceNow - Now Support

Question: 102

A scheduled job runs nightly to determine if any rate cards need to be applied to generate expense lines. What is the name of the scheduled job?

A. Process CM Costs
B. Process Rate Cards
C. Process FM Costs
D. Process Expense Lines

Answer: C

Explanation:

Question: 103

What is included in the total cost of ownership? (Choose two.)

A. Delivery cost
B. Original cost
C. Depreciation expense
D. Operational expense

Answer: B,D

Explanation:

The total cost of ownership (TCO) is a financial estimate that measures the direct and indirect costs of owning and operating an asset over its entire lifecycle. The TCO includes the following components: Original cost: This is the initial purchase price of the asset, which may include taxes, fees, shipping, and installation costs. The original cost is also known as the acquisition cost or the capital expense. Operational expense: This is the ongoing cost of maintaining and using the asset throughout its lifecycle, which may include repair, upgrade, maintenance, support, energy, consumables, and disposal costs. The operational expense is also known as the operating expense or the opex. Depreciation expense: This is the reduction in the value of the asset over time due to wear and tear, obsolescence, or market changes. The depreciation expense is also known as the depreciation cost or the depreciation charge.

Delivery cost: This is the cost of transporting the asset from the supplier to the buyer, which may include freight, insurance, customs, and handling fees. The delivery cost is also known as the shipping cost or the transportation cost.

The TCO can be calculated by adding the original cost, the operational expense, and the depreciation expense, and subtracting the delivery cost. Alternatively, the TCO can be calculated by multiplying the annual cost of ownership by the expected lifespan of the asset.

Reference:

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the ability to track the total cost of ownership of assets.

Hardware Asset Management - Customer Success - ServiceNow, which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

[Total Cost of Ownership (TCO) - Investopedia], which explains the concept and calculation of the total cost of ownership, and why it is important for business decision making.

Question: 104

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

A. Monthly
B. Weekly
C. Daily
D. Quarterly

Answer: C

Explanation:

Question: 105

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

A. Manufacturer comparables B. Manufacturer part number C. Manufacturer lifecycle dates D. Manufacturer price

Answer: C

Explanation:

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model

name, model number, and product lifecycle information1.
The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product1.
The manufacturer lifecycle dates are important for hardware asset management, as they help customers plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates2. Therefore, the correct answer is option C, manufacturer lifecycle dates, as they are the non- discoverable asset metadata that the Content Library automatically populates your inventory with as part of the hardware model normalization process. Reference: Hardware Asset Management documentation What is Hardware Asset Management?

Question: 106

When should you retire an IT asset?

A. At any point it is recommended by the HAM-defined asset policy
B. At any point that it is recommended by your company-defined policies and procedures
C. At any point it is recommended by the HAM-defined asset disposal procedure
D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life

Answer: B

Explanation:

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner1.
The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements1.
The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following1:
The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of- service, end-of-warranty, obsolescence, damage, theft, or loss
The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department
The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying
The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor
The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset
Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.
The other options are not the correct answer because they are either too vague or too specific:
A . At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM- defined

asset policy may not cover all the aspects and scenarios of the retirement process. The HAM- defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management2. It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

C . At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM- defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor3. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.

D . When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models4. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.

E . When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. Reference:

1: Hardware Asset Retirement
2: Hardware Asset Policy
3: Hardware Asset Disposal
4: Hardware Content Service Lifecycle

Question: 107

What is tracked throughout the life of an asset? (Choose three.)

A. Financial data
B. Contractual data
C. Lifecycle data
D. Configuration data
E. Hardware data

Answer: A,B,C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"1. Throughout the life of an asset, the following data are tracked2: Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.
Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.
Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.
The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but

rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process3. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode4. Reference: ServiceNow Hardware Asset Management: Hardware Asset Management overview
ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?
ServiceNow Hardware Asset Management: Asset and CI management ServiceNow Hardware Asset Management: Hardware Normalization

Question: 108

Classes are represented as tables in the ServiceNow database. Which is the base asset class?

A. cmdb_asset
B. alm_hardware
C. alm_asset
D. cmdb_hardware

Answer: C

Explanation:

Classes are represented as tables in the ServiceNow database that define the attributes and relationships of a specific type of record1
The base asset class is the alm_asset table, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.2
The alm_asset table is extended by other asset classes, such as alm_hardware, alm_software, alm_consumable, etc., which add more specific fields and properties for each asset type2
The cmdb_asset table is not a class, but a view that joins the alm_asset table and the cmdb_ci table, which is the base configuration item (CI) class3
The cmdb_hardware table is a CI class, not an asset class, that contains the common fields and properties for all types of hardware CIs, such as computers, devices, network equipment, etc.4 Reference: 1: Tables and Classes - ServiceNow 2: Asset [alm_asset] table - ServiceNow 3: Asset and Configuration Item [cmdb_asset] view - ServiceNow 4: Hardware [cmdb_ci_hardware] class - ServiceNow

Question: 109

By default, what Quick links are available on the Hardware asset overview view? (Choose three.)

A. Transfer orders
B. Assets eligible for refresh by model category
C. Asset requests
D. Model normalization
E. Asset count by model category

F. Asset count by lifecycle state

Answer: A,C,E

Explanation:

Question: 110

What are types of assets? (Choose four.)

A. Model
B. Software entitlement
C. Hardware
D. Consumable
E. Stockroom
F. Facility

Answer: A,B,C,D

Explanation:

An asset is a record that represents any tangible or intangible object that is tracked by the organization12.

There are different types of assets, depending on their nature, usage, and lifecycle12.

The types of assets are12:

Model: A model is a record that defines the common attributes and specifications of a group of assets, such as manufacturer, product, category, and device type12. For example, Dell Latitude E7450 is a model of a laptop.

Software entitlement: A software entitlement is a record that defines the rights and obligations of using a software product, such as license type, quantity, expiration date, and cost13. For example, Microsoft Office 365 is a software entitlement that grants access to various

Question: 111

What are the Normalization statuses? (Choose six.)

A. Manufacturer Normalized
B. Match Not Found
C. Partially Normalized
D. Normalized
E. Manually Normalized
F. Version Normalized
G. New
H. Found

Answer: A,B,C,D,E,G

Explanation:

The Normalization statuses are the indicators of how well the hardware and consumable models are standardized and normalized in the model catalog and the CMDB. The Normalization statuses are:
Manufacturer Normalized: The model has been normalized with the manufacturer name and the product name, but not the model number or the device type. For example, Dell Latitude.
Match Not Found: The model has not been normalized because no matching model was found in the Hardware Asset Management Content Service. For example, ABC XYZ.
Partially Normalized: The model has been normalized with the manufacturer name, the product name, and the model number, but not the device type. For example, Dell Latitude E7450.
Normalized: The model has been fully normalized with the manufacturer name, the product name, the model number, and the device type. For example, Dell Latitude E7450 (Laptop).
Manually Normalized: The model has been manually updated by the user with the normalization content, such as the manufacturer name, the product name, the model number, and the device type. For example, HP Pavilion 15 (Laptop).
New: The model has been created and has not yet run through the normalization process. For example, Lenovo ThinkPad T490.
Reference:
Normalization status for enterprise models, which describes the normalization statuses for enterprise models and how they are used to track the normalization progress and results. Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

Question: 112

Which tab on the Hardware Asset Dashboard enables tracking asset models with missing purchase details?

A. Asset Heath
B. Procurement
C. Model Management
D. Inventory
E. End of Lite

Answer: A

Explanation:

Question: 113

For what asset actions are asset tasks provided? (Choose three.)

A. Provision
B. Retire
C. Update/Repair
D. Swap

E. Assign/Allocate

Answer: B,C,D

Explanation:

Question: 114

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

A. Lifecycle data
B. Contractual data
C. Financial data
D. Logical data
E. Operational data

Answer: A,B,C

Explanation:

Question: 115

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record? (Choose three.)

A. Software allocations
B. Maintenance contracts
C. Depreciation values
D. Related CI record
E. Disposal information

Answer: A,B,D

Explanation:

Question: 116

Which of the following are considered original costs as opposed to operational expenses? (Choose three.)

A. Warranty costs
B. Purchase price or lease cost
C. Delivery costs

D. Resource costs for support
E. Replacement parts
F. Maintenance agreements

Answer: A,B,C

Explanation:

Question: 117

What happens to the consumable's asset record after it has been consumed?

A. The record is marked inactive but remains in the system
B. The record state is set to in use
C. The record remains in the system for reporting purposes only
D. The record is removed from the system

Answer: C

Explanation:

Question: 118

After installing the Hardware Asset Management (HAM) plugin, how do you update it when new versions become available?

A. The HI portal team automatically updates as new versions become available
B. On your instance, filter on application updates, then click Update
C. On your instance, filter on application updates, then request an update from HI
D. Run scheduled job, HAM Check for Updates, and request an update
E. Check the HI portal for updates and request an update

Answer: B

Explanation:

Question: 119

During an inventory audit, what happens if you accidentally scan the same asset twice?

A. The first scan is imported
B. Both records are imported
C. HAM automatically removes duplicates
D. The most recent scan is imported

Answer: C

Explanation:

During an inventory audit, if you accidentally scan the same asset twice, the Hardware Asset Management (HAM) application will automatically remove the duplicate records and only import the unique scans. This is because the HAM application uses the asset tag or the serial number as a coalesce field, which prevents duplicate records from being created or updated in the hardware asset table. Therefore, you do not need to worry about scanning the same asset twice, as the HAM application will handle the duplicates for you. Reference:

Audit your inventory, which provides a step-by-step guide on how to perform scheduled or blind audits of asset stockrooms and other locations using the Agent mobile app and the Now Platform. Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

Question: 120

Baseline ITSM Asset Management provides which features? (Choose three.)

A. Mobile My Assets
B. Hardware Model Normalization
C. Asset Inventory Audit
D. Hardware Asset Dashboard
E. Hardware Manufacturer Lifecycle Dates
F. Stockrooms
G. Mobile Asset Receiving

Answer: A,F,G

Explanation:

Question: 121

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

A. Now Agent Mobile app
B. Now Onboarding app
C. Now Mobile app
D. Now My Assets app

Answer: C

Explanation:

Question: 122

What information would you find on the Procurement tab of the Hardware Asset dashboard? (Choose two.)

A. Hardware nearing end of warranty
B. Hardware model normalization status
C. Hardware expenditure by vendor
D. Hardware models up for end of life
E. New hardware assets found by audits
F. Requests that require sourcing

Answer: C,F

Explanation:

The Procurement tab of the Hardware Asset dashboard is a graphical representation of the hardware asset procurement across the enterprise1.
The Procurement tab provides the following information1:
Hardware expenditure by vendor: This shows the total amount spent on hardware assets from each vendor in the current fiscal year. This helps to analyze the vendor performance and negotiate better contracts.
Requests that require sourcing: This shows the number and status of asset requests that need to be fulfilled by purchasing new hardware assets from a vendor. This helps to prioritize the procurement activities and optimize the inventory levels.
Therefore, the information that are also options in the question are C. Hardware expenditure by vendor and F. Requests that require sourcing.
The other options that are not information on the Procurement tab are:
Hardware nearing end of warranty: This is an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that are nearing or have expired their warranty period1.
Hardware model normalization status: This is an information on the Normalization tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are normalized or not normalized1.
Hardware models up for end of life: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are approaching or have reached their end of life date1.
New hardware assets found by audits: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that were discovered by the asset inventory audit process but were not previously recorded in the CMDB1. Reference:
1: Hardware Asset Dashboard

Question: 123

A contract can be cancelled when the State is what?

A. Expired
B. Active
C. Inactive
D. Rejected

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a contract is a record of the terms and conditions that govern the relationship between a vendor and an organization. A contract can have different states that indicate its status and lifecycle. The states are: Draft: The contract is being created or modified and has not been submitted for approval. Requested: The contract has been submitted for approval but has not been approved yet. Active: The contract has been approved and is in effect. You can cancel the contract in this state, if you want to terminate it before its end date due to various reasons, such as breach of contract, mutual agreement, or vendor performance1.

Expired: The contract has reached its end date and is no longer valid. You cannot cancel the contract in this state, but you can renew it or extend it.

Renewed: The contract has been renewed for another term with the same or modified terms and conditions. You cannot cancel the contract in this state, but you can renew it or extend it again. Extended: The contract has been extended beyond its original end date with the same terms and conditions. You cannot cancel the contract in this state, but you can renew it or cancel it.

Canceled: The contract has been terminated before its end date. You cannot cancel the contract in this state, but you can reactivate it or delete it.

Rejected: The contract has been rejected by the approver. You cannot cancel the contract in this state, but you can edit it or delete it.

Reference:

ServiceNow Hardware Asset Management: Contract and renewal management ServiceNow Hardware Asset Management: Contract states

Question: 124

When sourcing a requested item from a supplier using the catalog task form to create a purchase order, the catalog item must be available in:

A. Supplier Catalog
B. Product Catalog
C. Inventory Catalog
D. Vendor Catalog

Answer: D

Explanation:

Question: 125

Since trustworthy data is key to good asset management practices, where would you look to determine the number of days until next Content Service download will occur?

A. Asset > Administration
B. Asset > Overview
C. Asset Hardware Model Normalization > Content Service Setup
D. Asset > Asset Audits > Asset Audits
E. Asset > Hardware Asset Dashboard

Answer: E

Explanation:

Question: 126

Which view displays metrics to the user to indicate when they are due for a refresh based on the scheduled retirement of their assets?

A. Homepage
B. Home
C. Overview
D. My Assets

Answer: C

Explanation:

The Overview view is a dashboard that displays metrics and charts related to the hardware assets in your organization.
The Overview view shows the following information:
The total number of hardware assets, their status, and their lifecycle stage.
The number of assets that are due for refresh, retired, or disposed in the current year, quarter, or month.
The refresh rate and the refresh cost of the hardware assets.
The asset age distribution and the asset model distribution.
The asset compliance status and the asset certification status.
To access the Overview view, you need to have the sn_ham.user role or the sn_ham.admin role.
To access the Overview view, navigate to Hardware Asset Management > Overview. Reference: Overview Hardware Asset Management roles

Question: 127

What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

A. Quantity > 0
B. State is In stock or Pending Delivery
C. Substate is pre-allocated
D. Substate is Available
E. Quantity > stockroom threshold
F. State is In stock

Answer: A,D,F

Explanation:

Question: 128

Which applications are required to perform a blind audit of your asset inventory?

A. Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
B. Hardware Asset Management (HAM) and Software Asset Management (SAM)
C. ITSM Asset Management and ServiceNow My Assets mobile app
D. ITSM Asset Management and ServiceNow Agent mobile app
E. Hardware Asset Management (HAM) and ServiceNow Agent mobile app

Answer: E

Explanation:

A blind audit is a type of inventory audit that does not provide any information about the expected assets in a location. The auditor scans all the assets in the location and compares them with the records in ServiceNow1.

To perform a blind audit, you need the Hardware Asset Management (HAM) application, which enables you to manage the lifecycle of your hardware assets, and the ServiceNow Agent mobile app, which allows you to scan asset tags and barcodes using your mobile device12.

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits3.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits4.

The ITSM Asset Management application is used to track the financial, contractual, and inventory details of hardware and devices, not to perform audits. Reference:

1: Audit your inventory - Product Documentation: San Diego - ServiceNow
2: Enterprise Asset Inventory Management - ServiceNow
3: My Assets mobile app - Product Documentation: San Diego - ServiceNow
4: Software Asset Management - ServiceNow
: IT Asset Management - ServiceNow

Question: 129

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model

Normalization Content Service. How do you determine if the content has been downloaded?

A. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not

B. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard

C. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard

D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

Answer: C

Explanation:

According to the Hardware Asset Management documentation, the Hardware Model Normalization Content Service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information. The Hardware Model Normalization Content Service helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates1.

The Hardware Model Normalization Content Service updates the content library weekly with new and updated model data1.

To determine if the content has been downloaded, you can review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard1. The Hardware Model Content Service Download section shows the status of the content download, such as the last download date, the number of models downloaded, and the number of models normalized1.

Therefore, the correct answer is option C, review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard, as it is the way to determine if the content has been downloaded. Reference: Hardware Asset Management documentation What is Hardware Asset Management?

Question: 130

What types of inventory audits are supported with the Hardware Asset Management (HAM) application? (Choose two.)

A. Stockroom audit

B. Vendor audit

C. Location audit

D. Discovery audit

Answer: B,C

Explanation:

Inventory audits are the processes of verifying the accuracy and consistency of the hardware asset inventory across the enterprise1.

The Hardware Asset Management (HAM) application supports the following types of inventory audits1:

Stockroom audit: This is an audit that verifies the quantity and condition of the hardware assets in a stockroom. A stockroom is a physical location where hardware assets are stored before they are delivered to the end users or transferred to another stockroom2. A stockroom audit helps to optimize the inventory levels, avoid overstocking or understocking, and identify any discrepancies or issues with the stockroom assets1.

Location audit: This is an audit that verifies the presence and status of the hardware assets in a specific location, such as an office, a building, or a floor. A location audit helps to ensure that the hardware assets are assigned to the correct owners, locations, and departments, and to identify any missing, unknown, or unauthorized assets1.

Therefore, the types of inventory audits that are also options in the question are A. Stockroom audit and C. Location audit.

The other options that are not types of inventory audits supported by the HAM application are: Vendor audit: This is not a type of inventory audit, but a type of vendor management activity. Vendor management is the process of managing the relationships and contracts with the vendors that provide hardware assets and services to the organization3. Vendor audit is an activity that evaluates the performance, quality, and compliance of the vendor based on predefined criteria and metrics3. Discovery audit: This is not a type of inventory audit, but a type of configuration management activity. Configuration management is the process of maintaining the accuracy and consistency of the operational and relationship information of IT assets and services in the Configuration Management Database (CMDB)4. Discovery audit is an activity that compares the actual configuration items (CIs) in the IT environment with the expected CIs in the CMDB and identifies any differences or discrepancies4. Reference:

1: Hardware Asset Inventory Audit
2: Stockrooms
3: Vendor Management
4: Configuration Management

Question: 131

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

A. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
B. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
C. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.
D. The request automatically creates a purchase order to obtain the assets from a vendor.

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced1. Users can request loaner assets from the Service Catalog, where

they can select the type, quantity, and duration of the loaner asset they need2. If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available3. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows. Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors. Reference:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests] [ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management] [ServiceNow Hardware Asset Management: Purchase orders]

Question: 132

To utilize the contract rate cards features, which plugin is required to be activated?

A. Financial Management
B. Contract Management
C. Rate Management
D. Cost Management

Answer: D

Explanation:

To utilize the contract rate cards features, you need to activate the Rate Management plugin, which provides the ability to define and manage rates for various types of costs and expenses1.

The contract rate cards features allow you to capture operating costs by generating expense lines representing the cost of a contract. You can associate a contract to certain assets and costs of those assets are tied to the contract. This is similar to a rate card cost, except the contract contains all the costs2.

The other plugins are not required to use the contract rate cards features. The Financial Management plugin provides the ability to track and manage the financial performance of your IT services3. The Contract Management plugin provides the ability to create and manage contracts for assets, services, and vendors4. The Cost Management plugin provides the ability to track and

allocate costs for configuration items, tasks, and projects5. Reference: 1: Rate Management 2: Cost Management — ServiceNow Elite 3: Financial Management 4: Contract Management 5: Cost Management

Question: 133

When creating a stock rule that replenishes from a vender, what is primary requirement for the warehouse stockroom? (Choose two.)

A. The stockroom manager must have a valid email address Most Voted
B. The stockroom must have an assigned manager Most Voted
C. The stockroom must have an assignment group
D. The stockroom manager must have a valid mobile phone
E. The stockroom manager must have a valid time zone

Answer: A,B

Explanation:

According to the ServiceNow Product Documentation on Stock Rules1, stock rules are records that define the conditions and actions for replenishing the stock of assets in a stockroom when they drop below a specified threshold1.
According to the ServiceNow GlideFast blog post on Stock Rules in ServiceNow2, when creating a stock rule that replenishes from a vendor, the primary requirement for the warehouse stockroom is that it must have an assigned manager and the manager must have a valid email address2.
The reason for this requirement is that the stock rule will generate a purchase order for the procurement of additional assets from the vendor, and the purchase order will be sent to the stockroom manager's email address for approval2.
The other options are not primary requirements for the warehouse stockroom when creating a stock rule that replenishes from a vendor. The stockroom does not need to have an assignment group, a valid mobile phone, or a valid time zone for the stock rule to work.
Reference:
1: ServiceNow Product Documentation: Stock Rules
2: Stock Rules in ServiceNow - GlideFast ServiceNow

Question: 134

Which tier of the capability blueprint focuses on achieving best-in-class?

A. Operational integration
B. Trustworthy data
C. Strategic conformance
D. Practical management

Answer: C

Explanation:

The capability blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity.

The capability blueprint consists of five tiers, each representing a different level of capability and value.
The five tiers are:
Trustworthy data: The foundation of hardware asset management, ensuring data accuracy, completeness, and consistency.
Practical management: The basic level of hardware asset management, enabling visibility, control, and compliance of hardware assets.
Operational integration: The intermediate level of hardware asset management, enhancing efficiency, effectiveness, and collaboration of hardware asset processes.
Strategic conformance: The advanced level of hardware asset management, achieving best-in-class performance, optimization, and alignment of hardware assets with business goals.
Business transformation: The ultimate level of hardware asset management, enabling innovation, agility, and competitive advantage through hardware asset management.
The tier that focuses on achieving best-in-class is the strategic conformance tier, which aims to optimize the cost, quality, and value of hardware assets, as well as align them with the business strategy and objectives.
Reference:
Hardware Asset Management Capability Blueprint
Hardware Asset Management Maturity Model

Question: 135

When working in conjunction with a Field Service Management (FSM) change task, what feature removes the need to manually update the asset record associated to the task?

A. CI update flow
B. Asset inventory
C. Scheduled job
D. Asset task
E. On-demand job

Answer: D

Explanation:

A field service management (FSM) change task is a task that is created from a change request and assigned to a field service agent to perform work on a configuration item (CI) or an asset1.
An asset task is a task that is created from an asset record and linked to an FSM change task to track the work done on the asset2.
When an asset task is completed, the asset record associated to the task is automatically updated with the latest information, such as location, status, assignment group, assigned to, and so on2.
This feature removes the need to manually update the asset record after completing the FSM change task, saving time and ensuring accuracy2.
Reference: 1: Create a change task for field service 2: Asset tasks

Question: 136

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

A. Discard
B. Order
C. Procure
D. Request
E. Install
F. Receive

Answer: B,E,F

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life1.

The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools1.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format1.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire1.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive2. Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records2.

Install: This is the stage where an asset is physically installed or configured in a location. The install stage involves scanning asset tags, updating asset status, and assigning asset owners2.

Receive: This is the stage where an asset is received and verified by the organization. The receive stage involves checking the asset condition, validating the asset information, and updating the asset inventory2.

Reference:

1: What is the IT Asset Lifecycle? - ServiceNow

2: ITAM Lifecycle Management: How does it all work?

Question: 137

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

A. Manufacturer
B. Name
C. Asset tag
D. Display name
E. Model number

Answer: E

Explanation:

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.
The hardware model normalization process helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end- of-service (EOS) dates1.
The hardware model normalization process assigns a status to each hardware model, such as Fully Normalized, Partially Normalized, Match Not Found, or Not Normalized1.
The status of Fully Normalized means that the hardware model data in the ServiceNow platform matches the data from the Content Library, indicating a complete and accurate model record1. The status of Partially Normalized means that the hardware model data in the ServiceNow platform partially matches the data from the Content Library, indicating a missing or incorrect model field1. In order for a hardware model to be fully normalized rather than partially normalized, the hardware model record must have the following fields populated correctly1: Manufacturer: The name of the company that produces the hardware product.
Name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10. Model number: The unique identifier of the hardware product, such as 210-AFZC or 875671-B21. Therefore, the correct answer is option E, model number, as it is the field that is required in the hardware model record for full normalization.

Question: 138

You have just created a new hardware model record for a group of laptops you purchased. When does normalization first run to normalize the record?

A. When the daily scheduled HAM – Daily job runs
B. When the weekly scheduled HAM – Normalization job runs
C. When you save the hardware model record
D. When you click the Normalize Hardware Model link under Related Links

Answer: C

Explanation:

Normalization is the process of standardizing the hardware model data by manufacturer name, model name, and model number1.

Normalization helps to maintain a clean and consistent configuration management database (CMDB) and to avoid duplicate or inaccurate hardware models1.
Normalization first runs to normalize the record when you save the hardware model record1.
This means that when you create or edit a hardware model record, the system automatically checks the record against the normalization rules and the Hardware Content Service Lifecycle data, and updates the record

with the normalized values if applicable1.

Therefore, the answer that reflects when normalization first runs is C. When you save the hardware model record.

The other options are not the correct answer because they describe different scenarios or actions: A . When the daily scheduled HAM – Daily job runs: This is not the correct answer, because the daily scheduled HAM – Daily job does not run normalization. The daily scheduled HAM – Daily job is a scheduled job that runs various tasks related to hardware asset management, such as updating the asset status, calculating the depreciation, and sending notifications2.

B . When the weekly scheduled HAM – Normalization job runs: This is not the correct answer, because the weekly scheduled HAM – Normalization job does not run normalization for the first time. The weekly scheduled HAM – Normalization job is a scheduled job that runs normalization for all the existing hardware models in the CMDB on a weekly basis1. It does not affect the newly created or edited hardware models, which are normalized when they are saved1.

D . When you click the Normalize Hardware Model link under Related Links: This is not the correct answer, because clicking the Normalize Hardware Model link under Related Links does not run normalization for the first time. Clicking the Normalize Hardware Model link under Related Links is a manual action that allows you to run normalization for a specific hardware model record at any time1. It does not affect the automatic normalization that runs when you save the hardware model record1. Reference:

1: Hardware Normalization

2: Daily Scheduled HAM – Daily Job

Question: 139

Assets can be moved between stockrooms by using:

A. Stock orders
B. Stock rules
C. Transfer rules
D. Transfer orders

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, assets can be moved between stockrooms by using transfer orders. A transfer order is a record that tracks the movement of assets from one stockroom to another. A transfer order can be created manually by the stock manager or automatically by the system based on predefined rules or workflows1. A transfer order contains information such as the source and destination stockrooms, the assets to be transferred, the shipment details, and the status of the transfer2.

The other options are not correct because:

Stock orders are records that track the procurement of assets from vendors, not the movement of assets between stockrooms3.

Stock rules are rules that define the minimum and maximum stock levels for each asset model in a stockroom, not the movement of assets between stockrooms.

Transfer rules are rules that define the conditions and actions for creating transfer orders automatically, not

the records that track the movement of assets between stockrooms. Reference:
ServiceNow Hardware Asset Management: Transfer orders
ServiceNow Hardware Asset Management: Create a transfer order
ServiceNow Hardware Asset Management: Stock orders
[ServiceNow Hardware Asset Management: Stock rules]
[ServiceNow Hardware Asset Management: Transfer rules]

Question: 140

Describe the structure of a Transfer Order.

A. Transfer Order Task > Transfer Order
B. Transfer Order > Transfer Order Line > Transfer Order Task
C. Transfer Order > Transfer Order Task > Transfer Order Line
D. Transfer Order Task > Transfer Order Line

Answer: B

Explanation:

A transfer order is a record of all asset transfers that happen to and from company-owned stockrooms1. A transfer order can have one or more transfer order lines, which represent the individual assets or asset models that are being transferred2.
A transfer order line can have one or more transfer order tasks, which are the actual work items that need to be performed to complete the transfer, such as packing, shipping, receiving, and unpacking2.
The structure of a transfer order is shown in the following diagram2:

Transfer Order
|
+-- Transfer Order Line 1
| |
| +-- Transfer Order Task 1.1
| |
| +-- Transfer Order Task 1.2
|
+-- Transfer Order Line 2
|
+-- Transfer Order Task 2.1
|
+-- Transfer Order Task 2.2

Reference: 3: Use a hardware asset request flow 2: Transfer assets using transfer orders 1: Introduction to Transfer Orders in ServiceNow

Question: 141

What critical information should be tracked for your contracts? (Choose two.)

A. Who purchased the assets
B. What each contract costs
C. What needs to be cancelled
D. What assets each contract covers

Answer: B,D

Explanation:

According to the ServiceNow Hardware Asset Management overview document1, contracts are records that define the terms and conditions for the acquisition, maintenance, or disposal of assets1. They can include information such as vendor, start date, end date, cost, and renewal options1.

According to the ServiceNow Data Sheet on Contract and Renewal Management2, some of the critical information that should be tracked for contracts are2:

What each contract costs: This information helps users to monitor and optimize the total cost of ownership (TCO) of their assets, as well as to plan and budget for future contract renewals or negotiations2.

What assets each contract covers: This information helps users to identify and manage the assets that are under contract, such as software licenses, hardware devices, or enterprise assets2. It also helps users to align their asset investments to their business outcomes and avoid penalties or service disruptions2.

The other options are not critical information that should be tracked for contracts. Who purchased the assets and what needs to be cancelled are not relevant to the contract management process, as they do not affect the contract terms, conditions, or performance2.

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support
2: Contract and renewal management - ServiceNow

Question: 142

A transfer order is used to do what?

A. Transfer an asset between vendors
B. Move an asset to an external stockroom
C. Move an asset between stockrooms
D. Transfer an asset to a user

Answer: C

Explanation:

A transfer order is a document that is used to execute the movement of hardware assets from one stockroom location to another within the same organization1.

A transfer order is created when there is a need to replenish, share, or relocate hardware assets between different stockrooms1.

A transfer order consists of one or more transfer order lines, each containing the information about the asset to be moved, such as the model, quantity, source stockroom, destination stockroom, and expected delivery

date1.

A transfer order can be created manually or automatically based on predefined rules or thresholds1.

A transfer order goes through several stages, such as draft, approved, shipped, received, and closed1.

A transfer order can be tracked and managed using the Hardware Asset Management Workspace or the Transfer Order form1. Reference:

Transfer orders

Question: 143

The current value of an asset (original cost less the depreciated amount) is known as:

A. Cost of ownership
B. Residual value
C. Current balance
D. Salvage value

Answer: B

Explanation:

The current value of an asset is the amount that the asset is worth at the present time, based on its original cost and the accumulated depreciation1.

The current value of an asset is also known as the residual value or the book value12.

The residual value is the estimated value of the asset at the end of its useful life2.

The residual value is used to calculate the depreciation expense of the asset over its useful life2.

The residual value is different from the salvage value, which is the estimated value of the asset if it is sold or disposed of2.

The cost of ownership is the total amount of money spent on acquiring, maintaining, and operating an asset over its lifetime3.

The current balance is the amount of money available in an account at a given time4.

Reference: 1: Asset depreciation 2: Depreciation 3: Cost of ownership 4: Current balance

Question: 144

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

A. Reduces manual intervention
B. Reduces field agent training
C. Increases data accuracy
D. Reduces process cost
E. Increases speed of updates

Answer: A,C

Explanation:

Deploying asset tasks during the retirement of an asset means using the ServiceNow Enterprise Asset Workflow Automation feature, which automates the end-of-life procedures for assets that are no longer needed or functional1.
This feature allows you to flag assets as retired pending disposal, triggering a workflow that verifies the asset condition, determines the disposal method, and saves the disposal certificates1.
The two primary benefits of deploying asset tasks during the retirement of an asset are:
Reduces manual intervention: By automating the retirement process, you can eliminate the need for manual data entry, human errors, and delays. You can also ensure compliance with policies and regulations by following a standardized procedure12.
Increases speed of updates: By using the ServiceNow Agent mobile app, you can scan asset tags and barcodes, update asset status and inventory, and complete asset tasks on the go. This can increase the speed and accuracy of asset updates and reduce the risk of data loss or duplication13. Reference: 1: Enterprise Asset Workflow Automation - ServiceNow
2: Asset and CI management - Product Documentation: San Diego - ServiceNow
3: Enterprise Asset Management - ServiceNow

Question: 145

Normalization status is the level of normalization match based on what characteristics? (Choose three.)

A. Model name
B. Model category
C. Model number
D. Display name
E. Manufacturer

Answer: A,C,E

Explanation:

According to the Hardware Model Normalization document, normalization status is the level of normalization match based on the characteristics of the hardware model data in the ServiceNow platform and the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.
The normalization status shows how well the hardware model data matches the Content Library data, and it can be one of the following1:
Fully Normalized: The hardware model data matches the Content Library data completely, indicating a complete and accurate model record.
Partially Normalized: The hardware model data partially matches the Content Library data, indicating a missing or incorrect model field.
Match Not Found: The hardware model data does not match any of the Content Library data, indicating a discrepancy or a gap in the model normalization process.

Not Normalized: The hardware model data has not been compared with the Content Library data yet, indicating a pending or incomplete model normalization process.

The characteristics that are used to determine the normalization status are the following1:

Model name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10.

Model number: The unique identifier of the hardware product, such as 210-AFZC or 875671-B21.

Manufacturer: The name of the company that produces the hardware product, such as Dell or HP.

Therefore, the correct answers are options A, C, and E, as they are the characteristics that are used to determine the normalization status. Reference:

Hardware Model Normalization

What is Hardware Asset Management?

Question: 146

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

A. Hardware asset order
B. Hardware bulk stock order
C. Hardware swap order
D. Hardware retire order
E. Hardware deployment
F. Hardware disposal

Answer: A,E,F

Explanation:

The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable1.

The HAM plugin provides the following baseline asset lifecycle automation flows2:

Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules2.

Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations2.

Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts2.

Therefore, the baseline asset lifecycle automation flows that are also options in the question are A. Hardware asset order, E. Hardware deployment, and F. Hardware disposal.

The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

B . Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once3.

C . Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows

the user to swap a hardware asset with another hardware asset of the same model4. D . Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. Reference:

1: Hardware Asset Management
2: Asset Lifecycle Automation Flows
3: Create a Bulk Stock Order
4: Swap a Hardware Asset
: Retire a Hardware Asset

Question: 147

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

A. Track its incurred costs
B. Manage its retirement
C. Track its relationship information
D. Manage its license contracts
E. Know who is using it

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure1. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component2. Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems3.

The other options are not correct because:

Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component2.

Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement2.

Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component2.

Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component4.

Reference:

ServiceNow Hardware Asset Management: Asset and CI management
ServiceNow Hardware Asset Management: Configuration Management
ServiceNow Hardware Asset Management: Configuration item (CI)
ServiceNow Hardware Asset Management: Asset and CI fields

Question: 148

How do you prevent normalization information fora specific hardware model from being sent to the ServiceNow Content Service?

A. Select Exclude from content service on the Normalization tab of the hardware model record
B. Click the Exclude button on the hardware model record
C. Click the Opt-out button on the hardware model record
D. Select Opt-out from content service on the Normalization tab of the hardware model record

Answer: A

Explanation:

To prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service, you need to select the Exclude from content service check box on the Normalization tab of the hardware model record1.
The ServiceNow Content Service is a cloud-based service that provides normalized data for hardware and consumable models. It helps you to keep your model data consistent and up to date2.
The other options are not valid ways to exclude a hardware model from the content service. There is no Exclude or Opt-out button on the hardware model record. There is also no Opt-out from content service check box on the Normalization tab of the hardware model record. Reference: 1: Work with hardware normalization 2: ServiceNow Content Service

Question: 149

What are the main purposes of transfer order line tasks? (Choose two.)

A. To help track service levels and the time frame needed to complete a transfer order
B. To move transfer order lines from one stage to another
C. To help track the total number of assets moved from one stockroom to another
D. To automate reordering of consumables as they are consumed by users
E. To move transfer orders from one stage to another

Answer: A,B

Explanation:

According to the ServiceNow Product Documentation on Transfer Orders1, transfer orders are records that

define the movement of assets from one stockroom to another1. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets1.

According to the ServiceNow Product Documentation on Transfer Order Line Tasks2, transfer order line tasks are records that define the actions that need to be performed for each transfer order line2. A transfer order line is a record that defines the quantity and model of the assets that are being transferred1.

The main purposes of transfer order line tasks are2:

To help track service levels and the time frame needed to complete a transfer order: Transfer order line tasks have a due date and a state that indicate the progress and completion of the transfer order line. They also have a priority and an assignment group that determine the urgency and the responsibility of the transfer order line. These fields help users to monitor and manage the service levels and the time frame needed to complete a transfer order.

To move transfer order lines from one stage to another: Transfer order line tasks have a type that defines the action that needs to be performed for the transfer order line, such as pick, pack, ship, or receive. As transfer order line tasks are completed, the transfer order line moves from one stage to another, such as requested, in transit, or received. These stages reflect the status and location of the assets that are being transferred.

Reference:

1: ServiceNow Product Documentation: Transfer Orders

2: ServiceNow Product Documentation: Transfer Order Line Tasks

Question: 150

Which of these automatic restocking actions are available in baseline? (Choose two.)

A. Create a task assigned to stock room manager to contact procurement manager

B. Create a task assigned to the stock room manage to create a purchase order

C. Create a new asset from any returned inventory

D. Create a transfer order to restock from another stockroom

E. Create a transfer order to restock from a vendor

Answer: B,D

Explanation:

Question: 151

Stock rules have automatic restocking actions that occur through a daily scheduled job. What plugin must be activated in order to configure and use the scheduled job?

A. Cost Management

B. Procurement

C. Field Service Mobile

D. Order Management

Answer: B

Explanation:

Stock rules are rules that define the minimum and maximum quantities of assets that should be maintained in a stockroom1.

Automatic restocking actions are actions that trigger the creation of stock orders when the quantity of an asset falls below the minimum threshold or exceeds the maximum threshold1.

A daily scheduled job runs every day to check the stock levels of assets and execute the automatic restocking actions based on the stock rules1.

The plugin that must be activated in order to configure and use the scheduled job is the Procurement plugin2.

The Procurement plugin enables the procurement of assets and consumables through purchase orders, stock orders, and vendor management2.

The Procurement plugin also provides the Stock Order [Order] table, which stores the stock orders created by the automatic restocking actions2.

Reference: 1: Stock rules 2: Procurement

Question: 152

What plugin helps alleviate inconsistencies in company names?

A. Extended CMDB
B. Normalization Data Services
C. Contract Management
D. Data Certification

Answer: B

Explanation:

The plugin that helps alleviate inconsistencies in company names is the Normalization Data Services plugin, which is part of the ServiceNow IT Asset Management suite1.

The Normalization Data Services plugin provides a set of features and capabilities that enable you to standardize and normalize data across various tables and fields in ServiceNow, such as manufacturer names, model names, software names, and company names12.

The Normalization Data Services plugin uses a combination of rules, dictionaries, and algorithms to identify and correct data inconsistencies, such as spelling errors, abbreviations, synonyms, and duplicates12.

The Normalization Data Services plugin can help you improve the quality and accuracy of your data, reduce manual efforts and errors, and enhance reporting and analysis12. Reference:

1: Normalization Data Services - Product Documentation: San Diego - ServiceNow

2: Normalization Data Services - ServiceNow

Question: 153

A blind inventory audit is typically initiated via which interface?

A. Third-party API
B. Now Inventory app
C. Now Agent Mobile app
D. Now Mobile app

Answer: C

Explanation:

According to the Audit your inventory document, a blind inventory audit is a type of audit that hides the expected asset list from the auditor, so that the auditor has to physically scan each asset in the location and compare it with the actual asset list1.

A blind inventory audit helps ensure data integrity and accuracy, as it prevents the auditor from "cheating on the test" by relying on the expected asset list1.

A blind inventory audit is typically initiated via the Now Agent Mobile app, which is a mobile application that enables users to perform various tasks related to hardware asset management, such as scanning assets, creating audits, and viewing audit results1.

The Now Agent Mobile app allows users to create an audit on the mobile device, select the location and type of audit, and scan the assets using the device camera or a Bluetooth scanner1.

Therefore, the correct answer is option C, Now Agent Mobile app, as it is the interface that is typically used to initiate a blind inventory audit. Reference:

Audit your inventory
What is Hardware Asset Management?

Question: 154

Winch role allows you to allocate a resource?

A. resource_user
B. it_project_user
C. business_stakertolder
D. resource_manager

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documents, the role that allows you to allocate a resource is the resource_manager role1.

The resource_manager role is a role that grants the user the ability to manage resources, such as hardware

assets, consumables, and stockrooms, and to perform tasks related to resource allocation, reservation, transfer, and audit1.

The other roles that are not the correct answer are:

A . resource_user: This is a role that grants the user the ability to view and request resources, such as hardware assets and consumables, from the service catalog or the mobile app2.

B . it_project_user: This is a role that grants the user the ability to view and participate in IT projects, such as hardware asset refresh projects, and to track the progress, costs, and risks of the projects3. C . business_stakeholder: This is a role that grants the user the ability to view and provide feedback on the business services and outcomes that are supported by the IT assets and resources4. Reference:

1: Resource Manager Role

2: Resource User Role

3: IT Project User Role

4: Business Stakeholder Role

Question: 155

For advanced risk assessment, risk response can be handled in the following ways: (Choose two.)

A. Create multiple risk response tasks Most Voted
B. Skipped entirely based on attributes defined in the RAM
C. Must create a mitigation response task
D. Must create at least one risk response task

Answer: A,D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)1. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework2. The advanced risk assessment process consists of the following steps1: Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.

Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.

Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.

Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.

Handle the risk response: This step involves creating and managing risk response tasks to address the identified

risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party3.

Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system3.

The other options are not correct because:

Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope1. The RAM does not determine whether to skip the risk response or not.

Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept3.

Reference:

ServiceNow Hardware Asset Management: Advanced Risk Assessment

ServiceNow Hardware Asset Management: Risk response tasks

ServiceNow Hardware Asset Management: ServiceNow Risk Management

Question: 156

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true

B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted

C. Create an Access control to hide the unnecessary CIs from the itil users

D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B

Explanation:

To exclude certain types of CIs from the CI lists on the Incident, Problem, and Change forms, you can use the Principal CI class checkbox, which is available on the Class Manager module under Configuration1.

The Principal CI class checkbox allows you to specify which CI classes are considered as principal CIs, meaning

they are the most relevant and important CIs for the business services and processes1. By default, only the CI classes that have this checkbox selected are displayed on the CI lists on the Incident, Problem, and Change forms2.

To use this feature, you need to navigate to the Class Manager module, select the CI class that you want to exclude or include, and check or uncheck the Principal CI class checkbox accordingly1. You can also use the Filter option to search for the CI classes by name or label1.

The other options are not recommended or valid ways to exclude certain types of CIs from the CI lists. Adding a Show field to the base cmdb table would require modifying the table schema and creating a reference qualifier, which could affect the performance and integrity of the CMDB3. Creating an Access control to hide the unnecessary CIs from the itil users would require defining the conditions and roles for the access rule, which could be complex and error- prone4. Making a show/hide UI action to show only the desired CIs to the itil users would require creating a custom script and UI element, which could be incompatible with the existing UI and functionality. Reference: 1: Principal configuration item classes 2: Configuration item lists 3: CMDB table schema 4: Access control rules : [UI actions]

Question: 157

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment. Why?

A. It indicates who should sign the document
B. It indicates who generated the document
C. It indicates the Opened for user
D. It indicates who the document is about

Answer: B

Explanation:

According to the ServiceNow Product Documentation on Document Templates1, document templates are records that define the layout and content of a document that can be generated from a table record, such as an HR case1. They can include information such as fields, variables, images, and signatures1.

According to the ServiceNow Product Documentation on Generate Documents from Templates2, when a document template is created from an HR case, the name of the person who created the document is added to the name of the attachment2. For example, if John Smith created a document from the template Employee Termination Letter, the attachment name would be Employee Termination Letter - John Smith.docx2. The reason for this naming convention is to indicate who generated the document, which can be useful for auditing and tracking purposes2. It can also help to avoid confusion or duplication if multiple documents are generated from the same template by different users2.

The other options are not the correct explanation for why the name of the person who created the document is added to the name of the attachment. It does not indicate who should sign the document, as the signature can be added as a variable in the template1. It does not indicate the Opened for user, as the document can be generated for any HR case, not necessarily the one that the user opened2. It does not indicate who the document is about, as the document can contain information about multiple parties, such as the employee, the manager, and the HR representative2. Reference:

1: ServiceNow Product Documentation: Document Templates
2: ServiceNow Product Documentation: Generate Documents from Templates

Question: 158

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

A. Processes
B. Flows
C. Procedures
D. Actions
E. Scripts

Answer: B

Explanation:

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow12.
A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers12.
A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent12.
A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code12.
A flow can be activated or deactivated, versioned, and published to make it available for use12.
A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs12. Reference:
Flow Designer
Service Catalog Request Fulfillment

Question: 159

What is the preferred method of parsing in the Transform/Compose step of an event rule?

A. Python
B. Regex
C. sed/awk
D. JavaScript

Answer: B

Explanation:

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are

triggered in the application is the flow12.
A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers12.
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A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs12. Reference:
Flow Designer
Service Catalog Request Fulfillment

Question: 160

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

A. Correctness
B. Completeness
C. Configuration
D. Conciseness
E. Conformity
F. Compliance

Answer: A,B,F

Explanation:

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy12.
Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated12.
Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates12.
Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules12.
Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs12.
The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness12. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs12.
The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on12.
Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status3.

Conciseness is the quality of being clear and brief, without unnecessary words or details4.
Conformity is the quality of being consistent with a set of rules, standards, or expectations5.
Reference: 1: How do I use the CMDB health dashboard? 2: CMDB Health Dashboard Score Card Explained. 3: Configuration management 4: Conciseness 5: Conformity

Question: 161

Delegated Developers are granted access only to what in which they are working?

A. Interfaces
B. APIs
C. Instances
D. Scopes

Answer: D

Explanation:

Delegated Developers are granted access only to scopes in which they are working1. A scope is a set of application files and data that are isolated from other applications on the same instance2.
Scopes allow developers to create and modify applications without affecting the functionality or security of other applications or the platform2.
Delegated Developers can be assigned developer permissions for specific scopes by an application administrator or a system administrator1. These permissions determine what types of files and data they can access and modify within the scope1.
Delegated Developers can also request cross-scope access to access resources from another scope, which must be approved or denied by the owner of the target scope1.
Delegated Developers do not have access to interfaces, APIs, or instances, unless they are explicitly granted by an administrator or a cross-scope request1. Reference:

1: Delegated Development - Product Documentation: San Diego - ServiceNow
2: Application Scoping - Product Documentation: San Diego - ServiceNow

Question: 162

What are the five valid phases of the Now Create methodology?

A. Create, recap, execute, deliver, review
B. Initiate, plan, execute, review, close
C. Review, prepare, create, validate, recap
D. Initiate, plan, execute, deliver, close

Answer: D

Explanation:

According to the Now Create ebook, the Now Create methodology consists of five phases: initiate, plan, execute, deliver, and close. Each phase has a specific purpose, outcome, and set of tasks that guide the project

team to successful delivery. The other options are not valid phases of the Now Create methodology.

Question: 163

What is the focus of asset management?

A. Financial tracking of the organization's network
B. Financial tracking of an organization's property
C. Building of the organization's property
D. Building the elements that create the organization's network

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, asset management is the practice of managing the lifecycle and optimization of physical assets to meet the needs and goals of an organization. Asset management involves the balancing of costs, opportunities and risks against the desired performance of assets to achieve an organization’s objectives. The other options are not the focus of asset management.

Question: 164

What prevents two asset managers from transferring the same asset at the same time?

A. A stockroom rule
B. A business rule
C. A stock rule
D. A transfer rule

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried. Business rules can be used to enforce data consistency and integrity, such as preventing duplicate transfers of the same asset. The other options are not valid terms in ServiceNow Hardware Asset Management.

Question: 165

Which are valid hardware model lifecycle phases?

Choose 3 answers

A. End of Subscription
B. General Availability
C. Upgrade
D. End of Life
E. Pre-release
F. Beta

Answer: B,D,E

Explanation:

According to the ServiceNow Hardware Asset Management documentation, hardware model lifecycle phases are the stages that a hardware model goes through from its introduction to the market to its retirement. The valid hardware model lifecycle phases are:

- Pre-release: The hardware model is not yet available for purchase, but it is planned to be released in the future.
- General Availability: The hardware model is available for purchase and supported by the manufacturer.
- End of Life: The hardware model is no longer available for purchase or supported by the manufacturer.
- Disposal: The hardware model is disposed of or recycled.

Question: 166

What functionality enables you to automatically create asset records from information provided by your vendor while your assets are still in transit?

A. Advanced Delivery Notification (ADN)
B. Advanced Shipment Notification (ASN)
C. Automatic Shipment Notification (ASN)
D. Automatic Asset Notification (AAN)
E. Advanced Vendor Notification (AVN)

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an advanced shipment notification (ASN) is a document that provides detailed information about a pending delivery. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery. You can use ASNs to automatically create asset records in ServiceNow Hardware Asset Management by importing the data from the ASN document.

Question: 167

When creating a stock rule that replenishes from a vendor, what is a primary requirement for the

warehouse stockroom? Choose 2 answers

A. The stockroom must have an assigned manager
B. The stockroom manager must have a valid email address
C. The stockroom must have an assignment group
D. The stockroom manager must have a valid time zone
E. The stockroom manager must have a valid mobile phone

Answer: A,B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a stockroom is a location where assets are stored and managed. A stockroom must have an assigned manager who is responsible for overseeing the stockroom operations and inventory. The stockroom manager must have a valid email address to receive notifications and alerts related to the stockroom, such as low stock levels, stock transfers, and stock orders. The other options are not primary requirements for the warehouse stockroom. The stockroom does not need to have an assignment group, a valid time zone, or a valid mobile phone.

Question: 168

Taxes paid at the time of purchase are what type of cost?

A. Original Cost
B. Operating Expense
C. Operating Cost
D. Capital Expense

Answer: A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, original cost is the amount paid to acquire an asset, including any taxes, fees, shipping, installation, or other expenses directly related to the purchase. Original cost is used to calculate depreciation and amortization of an asset over its useful life. The other options are not the type of cost that taxes paid at the time of purchase are. Operating expense, operating cost, and capital expense are different ways of classifying the costs of using and maintaining an asset after it is purchased.

Question: 169

What core sets of data are required for effective IT asset management?
Choose 4 answers

A. Manufacturers

B. Locations
C. Projects
D. Users
E. Models
F. Relationships

Answer: A,B,D,E

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the core sets of data required for effective IT asset management are:

- Manufacturers: The companies that produce the hardware assets, such as Dell, HP, Cisco, etc.
- Locations: The physical places where the hardware assets are stored or used, such as offices, data centers, warehouses, etc.
- Users: The people who own, use, or manage the hardware assets, such as employees, customers, vendors, etc.
- Models: The specific types or categories of hardware assets, such as laptops, servers, routers, etc.

Question: 170

During an audit, when is the Scanned Assets related list updated in the asset audit form?

A. When the nightly scheduled job runs
B. Each time scans are submitted from the app
C. Every time an item is scanned from the app
D. Every 15 minutes
E. Every hour

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Scanned Assets related list displays the assets that have been scanned using the ServiceNow Agent mobile app during an audit. The Scanned Assets related list is updated each time scans are submitted from the app, which can be done manually or automatically based on the app settings

Question: 171

When a hardware asset is retired, what happens to any existing software allocations on that asset?

A. The software allocations are handled based upon the configuration of the system property glide.ham.retire_sw().
B. The software allocations are removed from the asset, but not returned to inventory.
C. The software allocations are automatically returned back into inventory.

D. The software allocations remain with the hardware asset and need to be reclaimed manually.

Answer: A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the system property glide.ham.retire_sw() determines the behavior of software allocations when a hardware asset is retired. The possible values are:

- Reclaim: The software allocations are automatically returned to inventory and the software installation records are deleted.
- Retain: The software allocations remain with the hardware asset and need to be reclaimed manually.
- Remove: The software allocations are removed from the asset, but not returned to inventory.

Question: 172

What is a requirement for sourcing a request from the requester's local stockroom?

A. The requested stock must be available in the local stockroom
B. The requested stock must be in transit from a vendor
C. The requested stock must be in transit from a remote stockroom
D. The requested stock must be available via transfer order from a remote stockroom

Answer: A

Explanation:

Question: 173

What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

A. Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted
B. Unrecognized data doesn't get sent to the ServiceNow Content Service and the customer doesn't receive Content Library updates
C. Unrecognized data doesn't get sent to the ServiceNow Content Service
D. Customer doesn't receive Content Library updates

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the ServiceNow Content Service is a cloud-based service that provides content updates for hardware models, such as manufacturer, model category, and lifecycle information. The ServiceNow Content Service also collects unrecognized data from customers, such as new or custom hardware models, to improve the content quality and coverage. Customers

can opt out of sending unrecognized data to the ServiceNow Content Service for specific models, but this will also prevent them from receiving content updates for those models.

Question: 174

When selected on the model category form, what feature prevents the automatic creation of an asset?

A. Enforce Asset Creation
B. Enforce Asset Verification
C. Enforce Asset Validation
D. Enforce CI Validation
E. Enforce CI Verification

Answer: E

Explanation:

Question: 175

What role is required to use the Hardware Model Normalization Overview dashboard?

A. ham_normalization
B. ham_user
C. ham_admin
D. asset_manager
E. asset

Answer: E

Explanation:

Question: 176

When designing steps with operations requiring variables, it is best practice to do what?

A. hard core variables
B. always use scalar variables
C. query targets for variables Most Voted
D. design for a static environment

Answer: C

Explanation:

Question: 177

During the hardware model normalization process, which field is the most important criteria for creating a fully Normalized hardware model?

A. Model number
B. Manufacturer
C. Display name
D. Model name

Answer: D

Explanation:

Question: 178

What is an attribute that will remain unchanged throughout the life of the asset?

A. Memory
B. Serial number
C. CPU type
D. Operating system

Answer: A

Explanation:

Question: 179

Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

A. Hardware asset overview
B. Inventory
C. Asset estate
D. Procurement
E. Asset operations

Answer: A

Explanation:

Question: 180

What baseline flow could you use to replace hardware assets nearing their end-of-life?

A. Hardware Asset Refresh
B. Refresh Asset Request
C. Loaner Asset Refresh
D. Update Asset Request

Answer: A

Explanation:

Question: 181

Key features of consumables are:
Choose 2 answers

A. Can Be discovered
B. Managed in bulk
C. Retired on consumption
D. Fixed cost
E. Low value

Answer: A,C

Explanation:

Question: 182

What is required to manage utilization of the Hardware Asset Management Content Service?

A. The service is automatically enabled through the base-line installation but can be opted out if required.
B. A script must be defined to identify what information should be shared with the Content Service.
C. The service must be opted in to and can be opted out of in the future, if required.
D. Nothing. The service is automatically enabled and cannot be opted out.
E. The service must be opted in to, but once enabled, it cannot be opted out of.

Answer: C

Explanation:

Managing the Hardware Asset Management (HAM) Content Service involves enabling the service explicitly (opting in). Organizations can choose to enable it for receiving updates about normalized hardware models and lifecycle information. If the service is not needed anymore, it allows opting out at any time, providing flexibility for organizations.

Reference: ServiceNow HAM Content Service documentation (ServiceNow Support Guide).

Question: 183

What does the depreciation effective date hold imply on the depreciation tab?

A. Salvage value
B. Depreciation quantity
C. Residual value
D. Depreciated amount
E. Residual date

Answer: C

Explanation:

The depreciation effective date captures the residual value, representing the estimated value of an asset at the end of its useful life. This value is essential in determining the depreciation cost over time. For hardware assets, managing depreciation accurately ensures proper financial tracking. Reference: Asset depreciation calculations in ServiceNow (ServiceNow Financial Management guide).

Question: 184

Populating CMDB tables using import sets can inadvertently result in duplicate configuration items (CIs). To minimize this duplication, you can apply what process to the import sets?

A. Transformation map consolidation
B. Manual reconciliation
C. Identification and reconciliation
D. Import set prioritization

Answer: C

Explanation:

The Identification and Reconciliation process in ServiceNow ensures that configuration items (CIs) are correctly matched during the import process. This prevents duplication by validating unique identifiers, such as

serial numbers or UUIDs, ensuring CMDB integrity.
Reference: CMDB Data Reconciliation Practices (ServiceNow CMDB guide).

Question: 185

What information would you not find in the lifecycle management tab of the Hardware Asset dashboard? (Choose 2 answers)

A. Hardware models up for end of life
B. Hardware model normalization status
C. Hardware model expenditure by vendor
D. Hardware nearing end of lease
E. Noncompliant assets found by auditing
F. Hardware model purchase orders pending delivery

Answer: C,F

Explanation:

The lifecycle management tab provides details about the normalization status, models nearing end of life, and lease end timelines. Expenditure by vendor and pending purchase orders are unrelated to lifecycle tracking and would typically be found in financial reports or procurement dashboards. Reference: Hardware Asset Dashboard Overview (ServiceNow HAM documentation).

Question: 186

Fixed assets refer to what type of assets?

A. Intangible assets
B. Long-term assets
C. Short-term assets
D. Current assets

Answer: B

Explanation:

Fixed assets in ServiceNow are classified as long-term assets that are used in operations and have a useful life exceeding one year, such as equipment, buildings, and vehicles. They are distinct from

intangible and short-term assets.
Reference: Fixed Asset Management (ServiceNow Asset documentation).

Question: 187

What is the second tier of the capability blueprint?

A. Strategic conformance
B. Trustworthy data
C. Financial management
D. Operational integration
E. Practical management

Answer: E

Explanation:

The second tier of the capability blueprint in ServiceNow is Practical Management, focusing on managing operational tasks efficiently while aligning with strategic goals. It bridges the gap between foundational and advanced asset capabilities.
Reference: ITAM Capability Blueprint (ServiceNow ITAM Guide).

Question: 188

What is the first tier of the capability blueprint?

A. Practical management
B. Trustworthy data
C. Financial management
D. Operational integration
E. Strategic conformance

Answer: B

Explanation:

The first tier of the capability blueprint emphasizes building Trustworthy Data. Without accurate and reliable data, further optimization in asset or service management is impossible. It sets the foundation for all other tiers.
Reference: ITAM Capability Blueprint (ServiceNow ITAM Guide).

Question: 189

Which are assets? (Choose 3 answers)

A. Facilities
B. Software entitlement licenses
C. Software distributions
D. Servers
E. Network cables

Answer: A,D,E

Explanation:

Assets are tangible items tracked for lifecycle management and financial purposes. Facilities (e.g., buildings), servers, and network cables are physical assets. Software licenses and distributions are intangible and treated differently in ServiceNow Asset Management.
Reference: Asset Types (ServiceNow Asset Management guide).

Question: 190

When an employee leaves a company and their manager submits an Asset Reclamation Request for them, which of their assigned assets are reclaimed by default?

A. All hardware, software, and consumable assets
B. All hardware and software assets, but not consumable assets
C. All hardware, software, and consumable assets selected in the reclaim asset service catalog
D. All hardware and software assets selected in the reclaim asset service catalog

Answer: C

Explanation:

The reclamation process allows managers to select assets to be reclaimed from the asset service catalog, including hardware, software, and consumables. Only selected items will be processed for return.
Reference: Asset Reclamation Practices (ServiceNow HAM guide).

Question: 191

Which view within the Hardware Asset Management Workspace enables Asset Managers to work on features such as RMA request lines, asset audits, disposal orders, and stock orders?

A. Asset operations
B. Model management
C. Asset estate
D. Inventory

Answer: A

Explanation:

The Asset Operations view consolidates tasks such as RMAs, audits, disposals, and stock orders into a single workspace, enabling managers to streamline operations efficiently.
Reference: Hardware Asset Management Workspace Overview (ServiceNow HAM guide).

Question: 192

What happens when auto-allocate assets is selected when building an asset bundle?

A. Assets are allocated only when all the assets that are part of the defined bundle are available in the local stockroom
B. Assets that are available only in the local stockroom are displayed and are available for selection
C. Assets are auto-allocated once the inventory is uploaded for a defined bundle
D. Assets are auto-allocated to the bundle as they are transferred into the stockroom

Answer: A

Explanation:

Question: 193

What type of information is tracked by Configuration Items (Cls)?
Choose 2 answers

A. Financial
B. Operational
C. Contractual
D. Lifecycle
E. Relationship

Answer: B,E

Explanation:

Question: 194

Which hardware asset attribute should be tracked separately from a configuration item (CI)?

A. Memory
B. CPU
C. Operating system
D. Warranty
E. IP address

Answer: D

Explanation:

Question: 195

How often are the views in the Hardware Asset Workspace updated?

A. Daily based on scheduled job
B. In real time
C. Every 15 minutes
D. Hourly

Answer: B

Explanation:

Question: 196

How is the Technology Reference Model (TRM) information updated within the Hardware Asset Management (HAM) application?

A. By using external USB drives to import TRM phase data monthly.
B. By manually entering data at the end of each week.
C. By importing the TRM data provided by the hardware vendors on an as-needed basis.
D. By using the HAM - Sync TRM information scheduled job that runs daily.

Answer: D

Explanation: