Exam Code: CIS-HAM

Exam Name: Certified Implementation Specialist - Hardware Asset Management

Exam A

QUESTION 1
Which of the following are considered assets? (Choose three.)

A. Facilities

B. Contracts

C. Hardware

D. Software entitlements

E. Software distributions

Correct Answer: A, C, D
Section:
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 2
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

Correct Answer: C, D, E
Section:

QUESTION 3
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-CI Task Action

B. Asset Task Action

C. Asset Action

D. Asset and CI Action

Correct Answer: A
Section:
Explanation:
According to the ServiceNow Hardware Asset Management documentation, the Asset-CI Task Action field is a choice list that allows the agent to select an action to perform on the asset and CI records related to the Incident.

The possible actions are:

* No action: No changes are made to the asset and CI records.
* Retire: The asset and CI records are set to the Retired state.
* Dispose: The asset and CI records are set to the Disposed state.
* Repair: The asset and CI records are set to the Repair in Progress state.
* Replace: The asset and CI records are set to the Retired state and a new asset request is created for a replacement.
* Return: The asset and CI records are set to the Returned state and a new asset request is created for a replacement.

QUESTION 4
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

Correct Answer: C
Section:
Explanation:

QUESTION 5
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

Correct Answer: E
Section:

QUESTION 6
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

Correct Answer: E
Section:

QUESTION 7
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

Correct Answer: C
Section:

QUESTION 8
Which catalog facilitates the ability to source from existing stock?

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

Correct Answer: C
Section:
Explanation:
TheService Catalogprovides 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 theProcurement 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 theProduct Catalog, which contains the list of hardware products that are available for purchase from vendors or internal sources4
TheVendor Catalogcontains the list of vendors that supply hardware products, but it does not facilitate the ability to source from existing stock

QUESTION 9
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

Correct Answer: C, D
Section:
Explanation:

QUESTION 10
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

Correct Answer: A
Section:
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.

QUESTION 11
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

Correct Answer: A
Section:
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 toOn order. This state indicates that the asset has been ordered but not yet received.
The asset state will change toAwaiting deliverywhen the asset is shipped by the supplier, and toIn stockwhen the asset is received by the stockroom. The asset state will change toIn usewhen the asset is deployed to a user or a location, and toPending transferwhen the asset is ready to be transferred to another stockroom or location. The asset state will change toRetiredwhen 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 12
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

Correct Answer: C
Section:

QUESTION 13
What is the default state of a newly created asset?

A. In use

B. Consumed

C. On order

D. In stock

Correct Answer: A
Section:

QUESTION 14
What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

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

Correct Answer: A, B, C, D
Section:
Explanation:
A is correct because opting out of the ServiceNow Content Service for specific models means that the customer does not share unnormalized software installation data with ServiceNow for those models. Therefore, the customer does not receive automatic content updates based on their unique software installation footprint for those models.This may result in lower software recognition rates and less accurate asset inventory and compliance reports12
B is not correct because opting out of the ServiceNow Content Service for specific models does not affect the sharing of unnormalized software installation data for other models.The customer still receives automatic content updates for those models that are not opted out12
C is not correct because opting out of the ServiceNow Content Service for specific models does not change the encryption status of the unnormalized software installation data.The data is always encrypted before being sent to the ServiceNow Content Service, regardless of whether the customer opts out or not13
D is not correct because opting out of the ServiceNow Content Service for specific models does not prevent the customer from receiving Content Library updates. The customer still receives weekly updates of the Content Library, which contains mapping rules and patterns for software and hardware recognition.However, the updates may be less applicable to the customer's unique software and hardware installation footprint for the models that are opted out12

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

Correct Answer: A, B, C, F
Section:

QUESTION 16
What is the process of restructuring data to maintain consistency?

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

Correct Answer: B

Section:
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

Correct Answer: C, D, E, F
Section:

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

Correct Answer: D
Section:
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

Correct Answer: A, B, D
Section:
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

Correct Answer: B
Section:
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

Correct Answer: C
Section:
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.

Correct Answer: C
Section:

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

Correct Answer: B, D
Section:
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.

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

Correct Answer: C
Section:

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

Correct Answer: D
Section:
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

Correct Answer: D
Section:
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

Correct Answer: A, B, D
Section:

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

Correct Answer: A
Section:
Explanation:
To activate HAM, navigate toSystem Definition > Pluginsand search forHardware Asset Management.ClickActivate/Upgradeand follow the instructions1.
To run the scheduled job ''Asset - Create FSM asset tasks'', navigate toSystem Definition > Scheduled Jobsand search for the job name.ClickExecute Nowto 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().

Correct Answer: D
Section:
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

Correct Answer: C
Section:
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

Correct Answer: C, D, E, F
Section:
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

Correct Answer: D
Section:
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 toHardware 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

Correct Answer: A, B, C
Section:
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

Correct Answer: D
Section:
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

Correct Answer: A

Section:
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 offline 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.

Correct Answer: B
Section:
Explanation:
According to theHardware 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

Correct Answer: C
Section:
Explanation:
The Expected Assets list is populated when the asset manager starts the audit by clicking theScanbutton 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

Correct Answer: A, B, C, F
Section:
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.
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

Correct Answer: B
Section:
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

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

Correct Answer: B
Section:

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

Correct Answer: A
Section:

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

Correct Answer: B
Section:
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

Correct Answer: C
Section:
Explanation:

According to theHardware 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 theHardware Asset Management documentation: ''Non-consumable 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

Correct Answer: D
Section:
Explanation:

When disposing of an IT asset through a vendor, the asset manager should attach acertificate of destructionto 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:

1: 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

Correct Answer: A, D
Section:

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

Correct Answer: A, B, D
Section:

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

Correct Answer: A, C, D
Section:

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

Correct Answer: A
Section:
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.

QUESTION 49
For a model to be fully normalized, what must be added to the model record?

A. Version

B. Owner

C. Manufacturer

D. Model number

Correct Answer: D
Section:
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 50
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

Correct Answer: A, D, E
Section:
Explanation:
According to theHardware 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 51
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

Correct Answer: D
Section:
Explanation:

QUESTION 52
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

Correct Answer: B
Section:

QUESTION 53
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

Correct Answer: C
Section:
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

QUESTION 54
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

Correct Answer: D
Section:
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 themodel 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.
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 55

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)

Correct Answer: D
Section:
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.

QUESTION 56

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

Correct Answer: C
Section:

QUESTION 57

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

Correct Answer: E
Section:
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 the legacy application for managing assets, which has been replaced by the Hardware Asset Management application.Reference:1:Audit your inventory - Product Documentation:

QUESTION 58
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

Correct Answer: C
Section:
Explanation:

QUESTION 59
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

Correct Answer: B, C
Section:
Explanation:

QUESTION 60
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

Correct Answer: A
Section:
Explanation:

QUESTION 61
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

Correct Answer: A
Section:
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

QUESTION 62
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

Correct Answer: C, D, E, F
Section:
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.

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 63
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

Correct Answer: A, B, E
Section:

QUESTION 64
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

Correct Answer: B, D, E
Section:
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.
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 65
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

Correct Answer: B, C, E
Section:

Explanation:

QUESTION 66
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

Correct Answer: C
Section:
Explanation:
According to theHardware 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 67
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

Correct Answer: B
Section:

QUESTION 68
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

Correct Answer: C
Section:
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 - ServiceNow2:Hardware Asset Management overview - ServiceNow - Now Support

QUESTION 69
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

Correct Answer: C
Section:
Explanation:
According to theServiceNow 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 70
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

Correct Answer: A, D, E
Section:

QUESTION 71
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

Correct Answer: A
Section:
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 72
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

Correct Answer: A, B, E
Section:
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.

QUESTION 73
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

Correct Answer: A, C, D
Section:
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.
1: Hardware Asset Management overview - ServiceNow - Now Support
2: Asset Management - ServiceNow - Now Support

QUESTION 74
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

Correct Answer: C
Section:

QUESTION 75
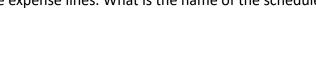What is included in the total cost of ownership? (Choose two.)

A. Delivery cost

B. Original cost

C. Depreciation expense

D. Operational expense

Correct Answer: B, D
Section:
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.

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 76
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

Correct Answer: C
Section:

QUESTION 77
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

Correct Answer: C
Section:
Explanation:
According to theHardware 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 78

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

Correct Answer: B
Section:
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 79
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

Correct Answer: A, B, C
Section:
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 This 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 80

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

Correct Answer: C
Section:
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 thealm_assettable, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.2

Thealm_assettable is extended by other asset classes, such asalm_hardware,alm_software,alm_consumable, etc., which add more specific fields and properties for each asset type2

Thecmdb_assettable is not a class, but a view that joins thealm_assettable and thecmdb_citable, which is the base configuration item (CI) class3

Thecmdb_hardwaretable 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

QUESTION 81

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

Correct Answer: A, C, E
Section:

QUESTION 82

What are types of assets? (Choose four.)

A. Model

B. Software entitlement

C. Hardware

D. Consumable

E. Stockroom

F. Facility

Correct Answer: A, B, C, D
Section:
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 83
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

Correct Answer: A, B, C, D, E, G
Section:
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.
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 84
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

Correct Answer: A
Section:

QUESTION 85
For what asset actions are asset tasks provided? (Choose three.)

A. Provision

B. Retire

C. Update/Repair

D. Swap

E. Assign/Allocate

Correct Answer: B, C, D
Section:

QUESTION 86
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

Correct Answer: A, B, C
Section:

QUESTION 87
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

Correct Answer: A, B, D
Section:

QUESTION 88
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

Correct Answer: A, B, C
Section:

QUESTION 89
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

Correct Answer: C
Section:

QUESTION 90
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

Correct Answer: B
Section:

QUESTION 91
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

Correct Answer: C
Section:
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 92
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

Correct Answer: A, F, G
Section:

QUESTION 93
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

Correct Answer: C
Section:

QUESTION 94
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

Correct Answer: C, F
Section:
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 95
A contract can be cancelled when the State is what?

A. Expired

B. Active

C. Inactive

D. Rejected

Correct Answer: B
Section:
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.

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

QUESTION 96
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

Correct Answer: D
Section:

QUESTION 97

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

Correct Answer: E
Section:

QUESTION 98
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

Correct Answer: C
Section:
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 thesn_ham.userrole or thesn_ham.adminrole.
To access the Overview view, navigate toHardware Asset Management > Overview.Reference:
Overview
Hardware Asset Management roles

QUESTION 99
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

Correct Answer: A, D, F
Section:

QUESTION 100
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

Correct Answer: E
Section:
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 101
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

Correct Answer: C
Section:
Explanation:
According to theHardware 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 102

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

Correct Answer: B, C
Section:
Explanation:

QUESTION 103
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.

Correct Answer: C
Section:
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.
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 104
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

Correct Answer: D

Section:
Explanation:

QUESTION 105
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

Correct Answer: A, B
Section:
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.
1: ServiceNow Product Documentation: Stock Rules
2: Stock Rules in ServiceNow - GlideFast ServiceNow

QUESTION 106
Which tier of the capability blueprint focuses on achieving best-in-class?

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

Correct Answer: C
Section:
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 thestrategic conformancetier, 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 107

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

Correct Answer: D
Section:
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.

QUESTION 108

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

Correct Answer: E
Section: