

## ServiceNow.CIS-HAM.v2024-07-10.q173

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| <b>Exam Code:</b>                                                                                                                                                               | CIS-HAM                                                         |
| <b>Exam Name:</b>                                                                                                                                                               | Certified Implementation Specialist - Hardware Asset Management |
| <b>Certification Provider:</b>                                                                                                                                                  | ServiceNow                                                      |
| <b>Free Question Number:</b>                                                                                                                                                    | 173                                                             |
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| <a href="https://www.exam-tests.com/CIS-HAM-exam/ServiceNow.CIS-HAM.v2024-07-10.q173.html">https://www.exam-tests.com/CIS-HAM-exam/ServiceNow.CIS-HAM.v2024-07-10.q173.html</a> |                                                                 |

### NEW QUESTION: 1

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

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

**Answer: A,B (LEAVE A REPLY)**

\* According to the ServiceNow Product Documentation on Stock Rules<sup>1</sup>, 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 threshold<sup>1</sup>.

\* According to the ServiceNow GlideFast blog post on Stock Rules in ServiceNow<sup>2</sup>, 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 address<sup>2</sup>.

\* 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 approval<sup>2</sup>.

\* 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.

References:

\* 1: ServiceNow Product Documentation: Stock Rules

\* 2: Stock Rules in ServiceNow - GlideFast ServiceNow

### NEW QUESTION: 2

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

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

**Answer: E** ([LEAVE A REPLY](#))

### NEW QUESTION: 3

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

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

**Answer: (SHOW ANSWER)**

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

### NEW QUESTION: 4

A transfer order is used to do what?

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

**Answer: C** ([LEAVE A REPLY](#))

A transfer order is a document that is used to execute the movement of hardware assets from one stockroom location to another within the same organization<sup>1</sup>.

A transfer order is created when there is a need to replenish, share, or relocate hardware assets between different stockrooms<sup>1</sup>.

A transfer order consists of one or more transfer order lines, each containing the information about the asset to be moved, such as the model, quantity, source stockroom, destination stockroom, and expected delivery date<sup>1</sup>.

A transfer order can be created manually or automatically based on predefined rules or thresholds<sup>1</sup>.

A transfer order goes through several stages, such as draft, approved, shipped, received, and closed<sup>1</sup>.

A transfer order can be tracked and managed using the Hardware Asset Management Workspace or the Transfer Order form<sup>1</sup>. References:

Transfer orders

### NEW QUESTION: 5

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

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

**Answer: A,D,E (LEAVE A REPLY)**

According to the Hardware Asset Management documentation, the hardware asset management content service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.

The hardware asset management content service helps customers identify and manage their hardware assets more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates<sup>1</sup>.

The elements that are provided by the hardware asset management content service are as follows<sup>1</sup>:

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. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

### NEW QUESTION: 6

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

- A. Financial data
- B. Contractual data
- C. Lifecycle data
- D. Configuration data

## E. Hardware data

**Answer: A,B,C (LEAVE A REPLY)**

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"<sup>1</sup>. Throughout the life of an asset, the following data are tracked<sup>2</sup>:

Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.

Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.

Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.

The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process<sup>3</sup>. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode<sup>4</sup>. 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

## NEW QUESTION: 7

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

**A. Process CM Costs**

**B. Process Rate Cards**

**C. Process FM Costs**

**D. Process Expense Lines**

**Answer: D (LEAVE A REPLY)**

Explanation

An expense line is a record that captures the cost of an asset or a service over a period of time<sup>12</sup>.

A rate card is a record that defines the unit cost and frequency of an asset or a service<sup>13</sup>.

A scheduled job is a task that runs automatically at a specified time or interval<sup>14</sup>.

The Process Expense Lines scheduled job runs nightly to determine if any rate cards need to be applied to generate expense lines<sup>12</sup>.

The job queries the Rate Card [cmdb\_rate\_card] table for active rate cards and checks if the start date and end date of the rate card fall within the current month<sup>12</sup>.

If the rate card is applicable, the job creates an expense line for the asset or the service associated with the rate card<sup>12</sup>.

Therefore, the correct answer is D. Process Expense Lines, as this is the name of the scheduled job that runs nightly to determine if any rate cards need to be applied to generate expense lines.

References: 1: Expense Line Management - Product Documentation: Tokyo - ServiceNow

2: Product Documentation | ServiceNow 3: Rate Card Management - Product

Documentation: Tokyo - ServiceNow 4:

Scheduled Jobs - Product Documentation: Tokyo - ServiceNow

### **NEW QUESTION: 8**

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

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

**Answer: A,B ([LEAVE A REPLY](#))**

### **NEW QUESTION: 9**

What is the default state of a newly created asset?

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

**Answer: ([SHOW ANSWER](#))**

### **NEW QUESTION: 10**

A contract can be cancelled when the State is what?

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

**Answer: B ([LEAVE A REPLY](#))**

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 performance<sup>1</sup>.
- \* 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.

References:

- \* ServiceNow Hardware Asset Management: Contract and renewal management
- \* ServiceNow Hardware Asset Management: Contract states

### NEW QUESTION: 11

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

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

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 12

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

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

**Answer: (SHOW ANSWER)**

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life<sup>1</sup>.

The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools<sup>1</sup>.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format<sup>1</sup>.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire<sup>1</sup>.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive<sup>2</sup>.

Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records<sup>2</sup>.

Install: This is the stage where an asset is physically installed or configured in a location. The install stage involves scanning asset tags, updating asset status, and assigning asset owners<sup>2</sup>.

Receive: This is the stage where an asset is received and verified by the organization. The receive stage involves checking the asset condition, validating the asset information, and updating the asset inventory<sup>2</sup>. Reference:

1: What is the IT Asset Lifecycle? - ServiceNow

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

**NEW QUESTION: 13**

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

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

**Answer: (SHOW ANSWER)**

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow<sup>12</sup>.

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers<sup>12</sup>.

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent<sup>12</sup>.

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code<sup>12</sup>.

A flow can be activated or deactivated, versioned, and published to make it available for use<sup>12</sup>.

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs<sup>12</sup>. Reference:

Flow Designer

Service Catalog Request Fulfillment

#### **NEW QUESTION: 14**

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

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

**Answer: A** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 15**

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

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

**Answer: (**[SHOW ANSWER](#)**)**

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 table<sup>1</sup> Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records<sup>2</sup> 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 inserted<sup>2</sup> Coalesce helps to prevent duplicate records and ensure data consistency<sup>2</sup> You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required<sup>2</sup> 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

#### **NEW QUESTION: 16**

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

- A.** Create, recap, execute, deliver, review

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

**Answer: D (LEAVE A REPLY)**

According to the Now Create ebook, the Now Create methodology consists of five phases: initiate, plan, execute, deliver, and close. Each phase has a specific purpose, outcome, and set of tasks that guide the project team to successful delivery. The other options are not valid phases of the Now Create methodology.

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#### **NEW QUESTION: 17**

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

**Answer: A (LEAVE A REPLY)**

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.

#### **NEW QUESTION: 18**

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

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

**Answer: A,B,C,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 19**

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

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

**Answer: A,C ([LEAVE A REPLY](#))**

Explanation

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle<sup>12</sup>.

The tab includes the following reports<sup>1</sup>:

Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed<sup>1</sup>.

Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month<sup>1</sup>.

Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month<sup>1</sup>.

Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month<sup>1</sup>.

Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.

References: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow

#### **NEW QUESTION: 20**

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

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

## F. Consolidate data

**Answer:** ([SHOW ANSWER](#))

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

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

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

Reference:

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

Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a mobile device, and plan asset refresh cycles.

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

## NEW QUESTION: 21

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

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

**Answer:** ([SHOW ANSWER](#))

## NEW QUESTION: 22

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

- A.** The software allocations are handled based upon the configuration of the system property `glide.ham.retire_sw()`.
- B.** The software allocations are removed from the asset, but not returned to inventory.
- C.** The software allocations are automatically returned back into inventory.
- D.** The software allocations remain with the hardware asset and need to be reclaimed manually.

**Answer: A (LEAVE A REPLY)**

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

\*Reclaim: The software allocations are automatically returned to inventory and the software installation records are deleted.

\*Retain: The software allocations remain with the hardware asset and need to be reclaimed manually.

\*Remove: The software allocations are removed from the asset, but not returned to inventory.

### **NEW QUESTION: 23**

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

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

**Answer: C (LEAVE A REPLY)**

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

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model name, model number, and product lifecycle information<sup>1</sup>.

The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product<sup>1</sup>. 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) dates<sup>2</sup>.

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. References:

**NEW QUESTION: 24**

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

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

**Answer:** ([SHOW ANSWER](#))

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. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

**NEW QUESTION: 25**

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

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

**Answer: C (LEAVE A REPLY)**

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)<sup>1</sup>.

A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies<sup>1</sup>.

A hardware asset is a physical component of an IT system, such as a laptop, server, or router<sup>2</sup>.

A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty<sup>2</sup>.

Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory<sup>1</sup>. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes<sup>1</sup>.

However, some hardware asset attributes are not part of the CI, such as cost<sup>2</sup>. Cost is a financial information of the hardware asset that is tracked by the Asset Management application<sup>2</sup>. Cost is not relevant for configuration management purposes and is not stored in the CMDB<sup>2</sup>.

Therefore, the hardware asset attribute that should be tracked that is not part of the CI is C.

Cost. References:

1: Configuration Item

2: Hardware Asset Management

### **NEW QUESTION: 26**

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

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

**Answer: A (LEAVE A REPLY)**

### **NEW QUESTION: 27**

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

- A. Pending Disposal
- B. Sold

- C. Disposed
- D. Destroyed
- E. Vendor Credit
- F. Donated

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 28**

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

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

**Answer:** B,C,E ([LEAVE A REPLY](#))

\* A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries<sup>1</sup>.

\* Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow<sup>12</sup>.

\* A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity<sup>12</sup>.

\* A model category record specifies the type of consumable, such as office supplies, hardware, or software<sup>12</sup>.

\* A consumable record tracks the current stock level, location, and status of a consumable<sup>12</sup>.

\* A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed<sup>13</sup>.

\* A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed<sup>14</sup>. References: 1: Consumables - Product Documentation:

Vancouver - ServiceNow 2: Create a consumable model - Product Documentation:

Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver -

ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

#### **NEW QUESTION: 29**

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

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

**Answer: A,B,C,F ([LEAVE A REPLY](#))**

Explanation

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

Disposed: The asset has been discarded or recycled.

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

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

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

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

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Setting asset states and substates

### **NEW QUESTION: 30**

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

\*Assigned to

\*Model

\*Model category

\*State

\*Stockroom

\*Substate

**A.** The stock manager must create a separate model record if the cost per item is more/less

**B.** The data is automatically merged to create a blended quantity and cost

**C.** The data is automatically created in a new record if the cost per item is more/less

**D.** The stock manager must merge the consumable records to create a blended quantity and cost

**Answer: ([SHOW ANSWER](#))**

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.<sup>1</sup> 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 device<sup>2</sup> 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 cost<sup>3</sup> 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 accordingly<sup>3</sup> This feature helps to reduce duplicate records and simplify inventory management of consumables<sup>3</sup> References: 1: Hardware Asset Management - ServiceNow 2: [Mobile Asset Receiving - ServiceNow] 3: [Consumable Hardware Assets - ServiceNow]

### NEW QUESTION: 31

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

- A. Leverages Service Mapping to predict service impact
- B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- C. Integrates with business services via the Service Catalog from request through to disposal
- D. Provides input into, aligns with, and follows corporate governance
- E. Improves application privacy and security adherence

Answer: B,C,D ([LEAVE A REPLY](#))

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### NEW QUESTION: 32

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

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

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 33

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

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

E. Name, Device type, Model category

**Answer: (SHOW ANSWER)**

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

### NEW QUESTION: 34

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

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

**Answer: (SHOW ANSWER)**

Baseline ITSM Asset Management is the legacy application for managing assets, which has been replaced by the Hardware Asset Management application<sup>1</sup>. However, some of its features are still available and supported by ServiceNow<sup>2</sup>.

Mobile My Assets is a feature that allows users to view and request assets from the enterprise asset catalog using their mobile devices<sup>3</sup>. This feature is part of the baseline ITSM Asset Management application<sup>2</sup>.

Asset Inventory Audit is a feature that enables users to perform physical audits of assets in various locations using barcode scanners or RFID tags<sup>4</sup>. This feature is part of the baseline ITSM Asset Management application<sup>2</sup>.

Stockrooms are places to which assets are assigned and managed. Users can create and manage stockrooms and assign or transfer assets across stockrooms using the baseline ITSM Asset Management application.

The other options, such as Hardware Model Normalization, Hardware Asset Dashboard, Hardware Manufacturer Lifecycle Dates, and Mobile Asset Receiving, are not part of the baseline ITSM Asset Management application, but are part of the Hardware Asset Management application<sup>1</sup>. References: 1: Hardware Asset Management - ServiceNow 2: Asset Management - Product Documentation: San Diego - ServiceNow 3: ServiceNow My Assets mobile app - Product Documentation: San Diego - ServiceNow 4: Audit your inventory - Product Documentation: San Diego

- ServiceNow : Stockrooms - Product Documentation: San Diego - ServiceNow : Hardware Asset Management overview - ServiceNow - Now Support

### NEW QUESTION: 35

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

- A. cmdb\_asset
- B. alm\_hardware
- C. alm\_asset
- D. cmdb\_hardware

**Answer: (SHOW ANSWER)**

Classes are represented as tables in the ServiceNow database that define the attributes and relationships of a specific type of record<sup>1</sup> The base asset class is the alm\_asset table, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.<sup>2</sup> The alm\_asset table is extended by other asset classes, such as alm\_hardware, alm\_software, alm\_consumable, etc., which add more specific fields and properties for each asset type<sup>2</sup> The cmdb\_asset table is not a class, but a view that joins the alm\_asset table and the cmdb\_ci table, which is the base configuration item (CI) class<sup>3</sup> The cmdb\_hardware table is a CI class, not an asset class, that contains the common fields and properties for all types of hardware CIs, such as computers, devices, network equipment, etc.<sup>4</sup>

### NEW QUESTION: 36

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

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

**Answer: (SHOW ANSWER)**

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 ServiceNow<sup>1</sup>.

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 device<sup>2</sup>.

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits<sup>3</sup>.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits<sup>4</sup>.

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

5: IT Asset Management - ServiceNow

### **NEW QUESTION: 37**

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

**Answer: A ([LEAVE A REPLY](#))**

### **NEW QUESTION: 38**

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

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

**Answer: A ([LEAVE A REPLY](#))**

The ServiceNow Mobile Asset App is the app that provides end users visibility to their assigned hardware and consumable assets<sup>1</sup>.

The Mobile Asset App allows end users to do the following<sup>1</sup>:

View their assigned assets and consumables in the My Locker screen

Request new assets or consumables from the service catalog

Scan barcodes or QR codes to identify assets

Open incidents related to their assets

Return assets or consumables when they are no longer needed

The other options are not the correct answer because they have different purposes and functionalities<sup>2</sup>:

B: Mobile App: This is the app that provides end users access to the Now Platform features, such as service catalog, knowledge base, virtual agent, and notifications.

C: Mobile ITAM App: This is the app that provides asset managers and stockroom managers access to the Hardware Asset Management features, such as asset requests, purchase orders, transfer orders, stock order tasks, and asset inventory audit.

D: Mobile Agent App: This is the app that provides IT agents access to the IT Service Management features, such as incidents, problems, changes, requests, and tasks.

References:

1: Mobile Asset App

2: ServiceNow Mobile Apps

### NEW QUESTION: 39

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

A. cmdb\_asset

B. alm\_hardware

C. alm\_asset

D. cmdb\_hardware

**Answer: C (LEAVE A REPLY)**

Explanation

Classes are represented as tables in the ServiceNow database that define the attributes and relationships of a specific type of record<sup>1</sup> The base asset class is the alm\_asset table, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.<sup>2</sup> The alm\_asset table is extended by other asset classes, such as alm\_hardware, alm\_software, alm\_consumable, etc., which add more specific fields and properties for each asset type<sup>2</sup> The cmdb\_asset table is not a class, but a view that joins the alm\_asset table and the cmdb\_ci table, which is the base configuration item (CI) class<sup>3</sup> The cmdb\_hardware table is a CI class, not an asset class, that contains the common fields and properties for all types of hardware CIs, such as computers, devices, network equipment, etc.<sup>4</sup> References: 1: Tables and Classes - ServiceNow 2: Asset [alm\_asset] table - ServiceNow 3: Asset and Configuration Item [cmdb\_asset] view - ServiceNow 4: Hardware [cmdb\_ci\_hardware] class - ServiceNow

### NEW QUESTION: 40

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

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

**Answer:** ([SHOW ANSWER](#))

#### NEW QUESTION: 41

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

- A. Hardware Model Normalization (com.sn\_hwnorm)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Outbound Tracking (com.glide.outbound\_tracking)
- D. Normalization Data Services Client (com.glide.data\_services\_canonicalization.client)

**Answer: D** ([LEAVE A REPLY](#))

\* 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 manufacturers<sup>12</sup>.

\* 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 versions<sup>12</sup>.

\* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes<sup>12</sup>.

\* 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 Service<sup>13</sup>.

\* 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.

References: 1: Normalization Data Services Client - Product Documentation: Tokyo - ServiceNow 2:

Normalization Data Services - ServiceNow 3: Hardware Model Normalization - Product Documentation:

Tokyo - ServiceNow

#### NEW QUESTION: 42

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

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

**Answer: (SHOW ANSWER)**

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 cycle<sup>1</sup>.

The tabs in the Hardware Asset dashboard are updated in real time, meaning that they reflect the latest data from the Hardware Asset Management application<sup>2</sup>.

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. References: 1: Hardware Asset dashboard - Product Documentation: San Diego - ServiceNow 2: Hardware Asset Management overview - ServiceNow - Now Support

**NEW QUESTION: 43**

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. \$90
- B. \$180
- C. \$63
- D. \$110

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 44**

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

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

**Answer: (SHOW ANSWER)**

A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom<sup>12</sup>.

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 rules<sup>13</sup>.

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 vendor<sup>13</sup>.

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

**NEW QUESTION: 45**

A transfer order is used to do what?

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

**Answer: C ([LEAVE A REPLY](#))**

A transfer order is a document that is used to execute the movement of hardware assets from one stockroom location to another within the same organization<sup>1</sup>.

A transfer order is created when there is a need to replenish, share, or relocate hardware assets between different stockrooms<sup>1</sup>.

A transfer order consists of one or more transfer order lines, each containing the information about the asset to be moved, such as the model, quantity, source stockroom, destination stockroom, and expected delivery date<sup>1</sup>.

A transfer order can be created manually or automatically based on predefined rules or thresholds<sup>1</sup>.

A transfer order goes through several stages, such as draft, approved, shipped, received, and closed<sup>1</sup>.

A transfer order can be tracked and managed using the Hardware Asset Management Workspace or the Transfer Order form<sup>1</sup>. Reference:

Transfer orders

#### **NEW QUESTION: 46**

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

**Answer: ([SHOW ANSWER](#))**

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**NEW QUESTION: 47**

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

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

**Answer: C** ([LEAVE A REPLY](#))

**NEW QUESTION: 48**

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 > Hardware Asset Dashboard
- E. Asset > Asset Audits > Asset Audits

**Answer: (**[SHOW ANSWER](#)**)**

**NEW QUESTION: 49**

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

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

**Answer: (**[SHOW ANSWER](#)**)**

The Expected Assets list is populated when the asset manager starts the audit by clicking the Scan button on the asset audit form<sup>1</sup>.

This list shows the assets that are expected to be found in the audit location based on the asset records in the CMDB<sup>1</sup>.

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 assets<sup>1</sup>.

The asset manager can also manually add or remove assets from the expected assets list if needed<sup>1</sup>. References:

1: Hardware Asset Inventory Audit

**NEW QUESTION: 50**

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

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

**Answer: C ([LEAVE A REPLY](#))**

According to the ServiceNow Hardware Asset Management documents, a hardware asset's lifecycle consists of the following stages: Procure, Receive, Deploy, Maintain, and Dispose<sup>1</sup>. These stages correspond to the options A, D, and E in the question. The option B, Request, is also a valid stage in the hardware asset management process, as it involves identifying the hardware needs and initiating the procurement process<sup>2</sup>.

However, the option C, Consume, is not a component of a hardware asset's lifecycle, as it is not mentioned in the ServiceNow documents. Consume is more relevant to software assets, which are used or consumed by end-users or applications<sup>3</sup>. Therefore, the correct answer is C. Consume. References:

- \* ServiceNow Hardware Asset Management landing page
- \* ServiceNow Hardware Asset Management overview
- \* ServiceNow Software Asset Management overview

### **NEW QUESTION: 51**

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

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

**Answer: C ([LEAVE A REPLY](#))**

Explanation

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure<sup>1</sup>. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component<sup>2</sup>. Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems<sup>3</sup>.

The other options are not correct because:

Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component<sup>2</sup>.

Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement<sup>2</sup>.

Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component<sup>2</sup>.

Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component<sup>4</sup>.

References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Configuration Management

ServiceNow Hardware Asset Management: Configuration item (CI)

ServiceNow Hardware Asset Management: Asset and CI fields

### **NEW QUESTION: 52**

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

**Answer: E** ([LEAVE A REPLY](#))

### **NEW QUESTION: 53**

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

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

**Answer: C** ([LEAVE A REPLY](#))

### **NEW QUESTION: 54**

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

- A.** Disposed

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

**Answer: (SHOW ANSWER)**

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

## **NEW QUESTION: 55**

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

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

**Answer: (SHOW ANSWER)**

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

The Principal CI class checkbox allows you to specify which CI classes are considered as principal CIs, meaning they are the most relevant and important CIs for the business services and processes1. By default, only the CI classes that have this checkbox selected are displayed on the CI lists on the Incident, Problem, and Change forms2.

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

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

### NEW QUESTION: 56

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

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

**Answer: A ([LEAVE A REPLY](#))**

Explanation

According to the ServiceNow Hardware Asset Management overview document1, consumables are items that are used up or depleted over time, such as toner cartridges, batteries, or paper1.

According to the ServiceNow Product Documentation on Consumables2, when a consumable is requested and delivered, an asset record is created for it in the Consumable Asset [alm\_consumable] table2.

According to the ServiceNow Knowledge Base article on How to Modify a Consumable asset record after it has been Consumed3, once an asset is consumed, it is gone from the world, and so nothing should need to do anything more with the Consumable Asset record3.

However, the article also states that the record is marked inactive but remains in the system, and that this should never need to be done3. This implies that the default behavior of the system is to keep the record in the system but mark it as inactive after it has been consumed3.

Therefore, the correct answer is A. The record is marked inactive but remains in the system.

References:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: ServiceNow Product Documentation: Consumables

3: How to Modify a Consumable asset record after it has been Consumed - ServiceNow - Now Support

### NEW 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

**Answer: (SHOW ANSWER)**

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 ServiceNow<sup>1</sup>.

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 device<sup>12</sup>.

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits<sup>3</sup>.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits<sup>4</sup>.

The ITSM Asset Management application is the legacy application for managing assets, which has been replaced by the Hardware Asset Management application. References: 1: Audit your inventory - Product Documentation: San Diego - ServiceNow 2: Hardware Asset Management - ServiceNow 3: ServiceNow My Assets mobile app - Product Documentation: San Diego - ServiceNow 4: Software Asset Management - ServiceNow : Asset Management - Product Documentation: San Diego - ServiceNow

## **NEW QUESTION: 58**

What is the process of restructuring data to maintain consistency?

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

**Answer: (SHOW ANSWER)**

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 platform<sup>1</sup>. References: 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

#### **NEW QUESTION: 59**

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

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

**Answer: B (LEAVE A REPLY)**

- \* The current value of an asset is the amount that the asset is worth at the present time, based on its original cost and the accumulated depreciation<sup>1</sup>.
  - \* The current value of an asset is also known as the residual value or the book value<sup>12</sup>.
  - \* The residual value is the estimated value of the asset at the end of its useful life<sup>2</sup>.
  - \* The residual value is used to calculate the depreciation expense of the asset over its useful life<sup>2</sup>.
  - \* The residual value is different from the salvage value, which is the estimated value of the asset if it is sold or disposed of<sup>2</sup>.
  - \* The cost of ownership is the total amount of money spent on acquiring, maintaining, and operating an asset over its lifetime<sup>3</sup>.
  - \* The current balance is the amount of money available in an account at a given time<sup>4</sup>.
- References: 1: Asset depreciation 2: Depreciation 3: Cost of ownership 4: Current balance

#### **NEW QUESTION: 60**

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

**Answer: (SHOW ANSWER)**

- \* 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 reports<sup>12</sup>

\* 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 out<sup>12</sup>

\* 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 not<sup>13</sup>

\* 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 out<sup>12</sup>

References: 1: Software Asset Management Content Service  
2: Content Library for IT Asset Management - ServiceNow  
3: Software Asset Management Content Service security

## **NEW QUESTION: 61**

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

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

**Answer: C ([LEAVE A REPLY](#))**

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.

References: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

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#### **NEW QUESTION: 62**

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

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

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 63**

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

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

**Answer: A (LEAVE A REPLY)**

\* 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 table<sup>1</sup>

\* Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records<sup>2</sup>

\* 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 inserted<sup>2</sup>

\* Coalesce helps to prevent duplicate records and ensure data consistency<sup>2</sup>

\* You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required<sup>2</sup>

\* 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 References: 1: Creating New Transform Maps - ServiceNow 2: [Coalesce - ServiceNow]

#### **NEW QUESTION: 64**

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

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

**Answer: A ([LEAVE A REPLY](#))**

Explanation

When an asset is manually created from a purchase order before it has been shipped by the supplier, the default state of the asset is set to On order. This state indicates that the asset has been ordered but not yet received. The asset state will change to Awaiting delivery when the asset is shipped by the supplier, and to In stock when the asset is received by the stockroom. The asset state will change to In use when the asset is deployed to a user or a location, and to Pending transfer when the asset is ready to be transferred to another stockroom or location. The asset state will change to Retired when the asset is disposed of or returned to the supplier. References:

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.

#### **NEW QUESTION: 65**

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

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 66**

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios?

(Choose two.)

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

**Answer: A,B (LEAVE A REPLY)**

- \* The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios<sup>123</sup>.
- \* One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow<sup>1</sup>.
- \* Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan
  - \* the assets and confirm the receipt in ServiceNow<sup>1</sup>.
- \* The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app<sup>123</sup>. References:
  - \* ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal
  - \* Hardware Asset Inventory Management - ServiceNow
  - \* Automation Simplifies Hardware Asset Management - ServiceNow Blog

## NEW QUESTION: 67

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

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

**Answer: (SHOW ANSWER)**

- \* A model category is a classification of models that defines how they are managed in the system<sup>1</sup>. It determines the behavior and attributes of the models and the assets or configuration items (CIs) that are created from them<sup>1</sup>.
- \* Model categories can be used to group consumables, assets, or services in the product catalog or the service catalog, but this is not their primary function. Their primary function is to define the relationship between configuration management and asset management<sup>1</sup>.
- \* Configuration management is the process of identifying, tracking, and verifying the configuration items (CIs) in an IT environment and their relationships<sup>2</sup>. Asset management is the process of tracking and managing the financial, contractual, and inventory details of IT assets throughout their lifecycle<sup>3</sup>.

\* Model categories determine when to create assets from configuration items (CIs) based on the asset tracking strategy<sup>1</sup>. For example, some model categories, such as Computer, create assets automatically when CIs are discovered or imported<sup>1</sup>. Other model categories, such as Consumable, require manual creation of assets from the product catalog<sup>1</sup>.

\* Model categories also provide the link between configuration management and asset management by allowing asset managers to view the configuration data of the assets and configuration managers to view the asset data of the CIs<sup>1</sup>. This enables better visibility, control, and alignment of IT assets and services<sup>1</sup>.

References:

\* 1: ServiceNow Product Documentation: Model Category

\* 2: ServiceNow Product Documentation: Configuration Management

\* 3: ServiceNow Product Documentation: Asset Management

### **NEW QUESTION: 68**

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

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

**Answer: (SHOW ANSWER)**

When disposing of an IT asset through a vendor, the asset manager should attach a certificate of destruction to the retired asset's record<sup>1</sup>.

A certificate of destruction is a document that verifies that the asset has been destroyed in a secure and compliant manner by the vendor<sup>1</sup>.

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 person<sup>1</sup>.

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 requirements<sup>1</sup>. References:

1: Hardware Asset Disposal

### **NEW QUESTION: 69**

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

- A. When the daily scheduled HAM - Daily job runs
- B. When the weekly scheduled HAM - Normalization job runs

**C.** When you save the hardware model record

**D.** When you click the Normalize Hardware Model link under Related Links

**Answer:** ([SHOW ANSWER](#))

Normalization is the process of standardizing the hardware model data by manufacturer name, model name, and model number<sup>1</sup>.

Normalization helps to maintain a clean and consistent configuration management database (CMDB) and to avoid duplicate or inaccurate hardware models<sup>1</sup>.

Normalization first runs to normalize the record when you save the hardware model record<sup>1</sup>.

This means that when you create or edit a hardware model record, the system automatically checks the record against the normalization rules and the Hardware Content Service Lifecycle data, and updates the record with the normalized values if applicable<sup>1</sup>. Therefore, the answer that reflects when normalization first runs is C. When you save the hardware model record.

The other options are not the correct answer because they describe different scenarios or actions:

A: When the daily scheduled HAM - Daily job runs: This is not the correct answer, because the daily scheduled HAM - Daily job does not run normalization. The daily scheduled HAM - Daily job is a scheduled job that runs various tasks related to hardware asset management, such as updating the asset status, calculating the depreciation, and sending notifications<sup>2</sup>.

B: When the weekly scheduled HAM - Normalization job runs: This is not the correct answer, because the weekly scheduled HAM - Normalization job does not run normalization for the first time. The weekly scheduled HAM - Normalization job is a scheduled job that runs normalization for all the existing hardware models in the CMDB on a weekly basis<sup>1</sup>. It does not affect the newly created or edited hardware models, which are normalized when they are saved<sup>1</sup>.

D: When you click the Normalize Hardware Model link under Related Links: This is not the correct answer, because clicking the Normalize Hardware Model link under Related Links does not run normalization for the first time. Clicking the Normalize Hardware Model link under Related Links is a manual action that allows you to run normalization for a specific hardware model record at any time<sup>1</sup>. It does not affect the automatic normalization that runs when you save the hardware model record<sup>1</sup>. References:

1: Hardware Normalization

2: Daily Scheduled HAM - Daily Job

## **NEW QUESTION: 70**

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

**A.** Who purchased the assets

**B.** What each contract costs

**C.** What needs to be cancelled

**D.** What assets each contract covers

**Answer: B,D (LEAVE A REPLY)**

According to the ServiceNow Hardware Asset Management overview document<sup>1</sup>, contracts are records that define the terms and conditions for the acquisition, maintenance, or disposal of assets<sup>1</sup>. They can include information such as vendor, start date, end date, cost, and renewal options<sup>1</sup>.

According to the ServiceNow Data Sheet on Contract and Renewal Management<sup>2</sup>, some of the critical information that should be tracked for contracts are<sup>2</sup>:

What each contract costs: This information helps users to monitor and optimize the total cost of ownership (TCO) of their assets, as well as to plan and budget for future contract renewals or negotiations<sup>2</sup>.

What assets each contract covers: This information helps users to identify and manage the assets that are under contract, such as software licenses, hardware devices, or enterprise assets<sup>2</sup>. It also helps users to align their asset investments to their business outcomes and avoid penalties or service disruptions<sup>2</sup>.

The other options are not critical information that should be tracked for contracts. Who purchased the assets and what needs to be cancelled are not relevant to the contract management process, as they do not affect the contract terms, conditions, or performance<sup>2</sup>.

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Contract and renewal management - ServiceNow

## **NEW QUESTION: 71**

Describe the structure of a Transfer Order.

**A.** Transfer Order Task > Transfer Order

**B.** Transfer Order > Transfer Order Line > Transfer Order Task

**C.** Transfer Order > Transfer Order Task > Transfer Order Line

**D.** Transfer Order Task > Transfer Order Line

**Answer: (SHOW ANSWER)**

A transfer order is a record of all asset transfers that happen to and from company-owned stockrooms<sup>1</sup>. A transfer order can have one or more transfer order lines, which represent the individual assets or asset models that are being transferred<sup>2</sup>.

A transfer order line can have one or more transfer order tasks, which are the actual work items that need to be performed to complete the transfer, such as packing, shipping, receiving, and unpacking<sup>2</sup>.

The structure of a transfer order is shown in the following diagram<sup>2</sup>:

Transfer Order

|

+-- Transfer Order Line 1

||

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

## NEW QUESTION: 72

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

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

**Answer: A,B (LEAVE A REPLY)**

According to the ServiceNow Product Documentation on Transfer Orders<sup>1</sup>, transfer orders are records that define the movement of assets from one stockroom to another<sup>1</sup>. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets<sup>1</sup>.

According to the ServiceNow Product Documentation on Transfer Order Line Tasks<sup>2</sup>, transfer order line tasks are records that define the actions that need to be performed for each transfer order line<sup>2</sup>. A transfer order line is a record that defines the quantity and model of the assets that are being transferred<sup>1</sup>.

The main purposes of transfer order line tasks are<sup>2</sup>:

To help track service levels and the time frame needed to complete a transfer order:

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

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

Reference:

1: ServiceNow Product Documentation: Transfer Orders

2: ServiceNow Product Documentation: Transfer Order Line Tasks

### NEW QUESTION: 73

What is the process of restructuring data to maintain consistency?

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

**Answer: B (LEAVE A REPLY)**

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 platform<sup>1</sup>. 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

### NEW QUESTION: 74

When should you retire an IT asset?

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

**Answer: B (LEAVE A REPLY)**

\* 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 manner<sup>1</sup>.

\* 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 requirements<sup>1</sup>.

\* The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following<sup>1</sup>:

- \* 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 management<sup>2</sup>. 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 vendor<sup>3</sup>. 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 models<sup>4</sup>. 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. References:
    - \* 1: Hardware Asset Retirement
    - \* 2: Hardware Asset Policy
    - \* 3: Hardware Asset Disposal
    - \* 4: Hardware Content Service Lifecycle

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

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

**Answer: A,D,E ([LEAVE A REPLY](#))**

Explanation

The Product Catalog contains the list of hardware products that are available for purchase from vendors or internal sources<sup>1</sup>. It helps to standardize the hardware assets and reduce costs by consolidating purchases<sup>1</sup>.

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department<sup>2</sup>. It helps to automate the fulfillment process and track the status of requests<sup>2</sup>.

The Procurement Catalog contains the list of hardware products that are currently on order or have been received from vendors<sup>3</sup>. It helps to manage the procurement process and track the delivery and receipt of assets<sup>3</sup>.

The Vendor Catalog and the Asset Catalog are not directly involved in the request and procurement process, although they provide useful information for asset management. The Vendor Catalog contains the list of vendors that supply hardware products<sup>4</sup>. The Asset Catalog contains the list of hardware assets that are owned by the organization.

References: 1: Product Catalog - ServiceNow 2: Service Catalog - ServiceNow 3: Procurement Catalog - ServiceNow 4: Vendor Catalog - ServiceNow : [Asset Catalog - ServiceNow]

### NEW QUESTION: 76

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

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

**Answer: ([SHOW ANSWER](#))**

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#### NEW QUESTION: 77

How do you calculate residual value?

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

**Answer: C (LEAVE A REPLY)**

According to the Hardware Asset Management documentation, residual value is the estimated value of an asset at the end of its useful life.

Residual value is calculated by subtracting the depreciation from the cost of the asset, as stated in the Hardware Asset Management documentation: "Residual value = Cost - Depreciation".

Depreciation is the amount of value that an asset loses over time due to wear and tear, obsolescence, or other factors.

Therefore, the correct answer is option C, subtract the depreciation from the cost of the asset. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

#### NEW QUESTION: 78

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

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

**Answer: B (LEAVE A REPLY)**

#### NEW QUESTION: 79

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

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

**Answer: D (LEAVE A REPLY)**

Hardware model normalization is a process that enables users to normalize the details, such as manufacturer, product, model, and device type, of their hardware and consumable models<sup>1</sup>.

Data from the models is compared against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides a comprehensive and up-to-date catalog of hardware models and their attributes<sup>1</sup>.

The normalization status indicates the level of completeness and accuracy of the model data. There are four possible statuses: Normalized, Partially Normalized, Not Normalized, and Ignored<sup>2</sup>.

A hardware asset is set to a normalization status of "Partially Normalized" when some of the model details are missing or incorrect, but the model can still be identified by the Hardware Model Normalization Content Service<sup>2</sup>.

The most likely cause of a "Partially Normalized" status is that the model manufacturer is missing from the hardware model record. This is because the manufacturer is one of the key attributes that the Hardware Model Normalization Content Service uses to match the model data with its catalog<sup>3</sup>.

To resolve this issue, the user can manually edit the hardware model record and add the correct manufacturer name, or use the Suggest Manufacturer feature to get a list of possible manufacturers based on the model name and number<sup>3</sup>.

After updating the manufacturer, the user can run the normalization job again to verify that the hardware asset is normalized<sup>4</sup>. References:

Hardware Model Normalization

Normalization Status

Edit Hardware Models

Run Normalization Job

## NEW QUESTION: 80

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

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

**Answer: B,D,E (LEAVE A REPLY)**

\* 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.

References:

\* 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.

### NEW QUESTION: 81

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

- A. asset
- B. asset\_manager
- C. ham\_user
- D. ham\_admin
- E. inventory\_admin

**Answer: C (LEAVE A REPLY)**

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

\* The Hardware Asset dashboard is available with the Hardware Asset Management (HAM) application, which is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets<sup>1</sup>.

\* To access the Hardware Asset dashboard, you need to have the ham\_user role, which is the minimum role required to use the HAM application<sup>1</sup>.

\* The ham\_user role grants you the permission to view and update hardware and consumable assets, transfer orders, disposal orders, and RMA requests<sup>1</sup>.

\* Therefore, the correct answer is option C, ham\_user, as it is the minimum role required to use the Hardware Asset dashboard. References:

- \* ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path
- \* Hardware Asset Management documentation
- \* What is Hardware Asset Management?

### NEW QUESTION: 82

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

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

**Answer: C (LEAVE A REPLY)**

The Expected Assets list is populated when the asset manager starts the audit by clicking the Scan button on the asset audit form<sup>1</sup>.

This list shows the assets that are expected to be found in the audit location based on the asset records in the CMDB<sup>1</sup>.

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 assets<sup>1</sup>.

The asset manager can also manually add or remove assets from the expected assets list if needed<sup>1</sup>. Reference:

1: Hardware Asset Inventory Audit

### NEW QUESTION: 83

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

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

**Answer: A,C,D (LEAVE A REPLY)**

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

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

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

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

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

Hardware Asset Management

What is Hardware Asset Management?

[Hardware Asset Management - ServiceNow Docs]

### **NEW QUESTION: 84**

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

**A.** Mobile Asset Receiving

**B.** Mobile My Assets

**C.** Hardware Model Normalization

**D.** Hardware Asset Dashboard

**E.** Stockrooms

**F.** Asset & Model Records

**G.** Asset Inventory Audit

**Answer: C,D,G (LEAVE A REPLY)**

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

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

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

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

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

\* Hardware Asset Management

\* What is Hardware Asset Management?

\* [Hardware Asset Management - ServiceNow Docs]

### NEW QUESTION: 85

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

A. Contractual

B. Lifecycle

C. Operational

D. Financial

E. Relationship

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 86

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

A. A stock order record

B. A model record

C. A transfer order record

D. A model category record

E. A consumable record

**Answer:** B,D,E ([LEAVE A REPLY](#))

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries<sup>1</sup>.

Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow<sup>12</sup>.

A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity<sup>12</sup>.

A model category record specifies the type of consumable, such as office supplies, hardware, or software<sup>12</sup>.

A consumable record tracks the current stock level, location, and status of a consumable<sup>12</sup>.

A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed<sup>13</sup>.

A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed<sup>14</sup>. Reference: 1: Consumables - Product Documentation: Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

### NEW QUESTION: 87

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

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

**Answer: A,B,C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 88**

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

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

**Answer: D ([LEAVE A REPLY](#))**

Delegated Developers are granted access only to scopes in which they are working<sup>1</sup>. A scope is a set of application files and data that are isolated from other applications on the same instance<sup>2</sup>.

Scopes allow developers to create and modify applications without affecting the functionality or security of other applications or the platform<sup>2</sup>.

Delegated Developers can be assigned developer permissions for specific scopes by an application administrator or a system administrator<sup>1</sup>. These permissions determine what types of files and data they can access and modify within the scope<sup>1</sup>.

Delegated Developers can also request cross-scope access to access resources from another scope, which must be approved or denied by the owner of the target scope<sup>1</sup>.

Delegated Developers do not have access to interfaces, APIs, or instances, unless they are explicitly granted by an administrator or a cross-scope request<sup>1</sup>. References:

1: Delegated Development - Product Documentation: San Diego - ServiceNow

2: Application Scoping - Product Documentation: San Diego - ServiceNow

#### **NEW QUESTION: 89**

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

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 90**

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

- A. Facilities

- B. Contracts
- C. Hardware
- D. Software entitlements
- E. Software distributions

**Answer: (SHOW ANSWER)**

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. References:

Asset and configuration item (CI) management - ServiceNow

#### **NEW QUESTION: 91**

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

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

**Answer: B,D,E (LEAVE A REPLY)**

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#### **NEW QUESTION: 92**

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

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

**Answer: A,B,C (LEAVE A REPLY)**

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"<sup>1</sup>. Throughout the life of an asset, the following data are tracked<sup>2</sup>:

- \* Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.
- \* Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.
- \* Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.

The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process<sup>3</sup>. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode<sup>4</sup>. References:

- \* 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

### NEW QUESTION: 93

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

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

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 94

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

- A. Create multiple risk response tasks Most Voted
- B. Skipped entirely based on attributes defined in the RAM

**C.** Must create a mitigation response task

**D.** Must create at least one risk response task

**Answer: A,D (LEAVE A REPLY)**

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)<sup>1</sup>. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework<sup>2</sup>. The advanced risk assessment process consists of the following steps<sup>1</sup>:

- \* Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.
- \* Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.
- \* Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.
- \* Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.
- \* Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.
- \* Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

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

- \* Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party<sup>3</sup>.
- \* Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity

and severity of the risk. This ensures that every risk is addressed and documented in the system<sup>3</sup>.

The other options are not correct because:

- \* Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope<sup>1</sup>. The RAM does not determine whether to skip the risk response or not.

- \* Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept<sup>3</sup>.

References:

- \* ServiceNow Hardware Asset Management: Advanced Risk Assessment

- \* ServiceNow Hardware Asset Management: Risk response tasks

- \* ServiceNow Hardware Asset Management: ServiceNow Risk Management

## NEW QUESTION: 95

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

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

**Answer: B,D,E (LEAVE A REPLY)**

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.

References:

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.

### NEW QUESTION: 96

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

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

**Answer: (SHOW ANSWER)**

\* A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom<sup>12</sup>.

\* 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 rules<sup>13</sup>.

\* 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 vendor<sup>13</sup>.

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

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

### NEW QUESTION: 97

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

Why?

- A. It indicates who should sign the document

- B.** It indicates who generated the document
- C.** It indicates the Opened for user
- D.** It indicates who the document is about

**Answer: B (LEAVE A REPLY)**

According to the ServiceNow Product Documentation on Document Templates<sup>1</sup>, document templates are records that define the layout and content of a document that can be generated from a table record, such as an HR case<sup>1</sup>. They can include information such as fields, variables, images, and signatures<sup>1</sup>.

According to the ServiceNow Product Documentation on Generate Documents from Templates<sup>2</sup>, when a document template is created from an HR case, the name of the person who created the document is added to the name of the attachment<sup>2</sup>. For example, if John Smith created a document from the template Employee Termination Letter, the attachment name would be Employee Termination Letter - John Smith.docx<sup>2</sup>.

The reason for this naming convention is to indicate who generated the document, which can be useful for auditing and tracking purposes<sup>2</sup>. It can also help to avoid confusion or duplication if multiple documents are generated from the same template by different users<sup>2</sup>.

The other options are not the correct explanation for why the name of the person who created the document is added to the name of the attachment. It does not indicate who should sign the document, as the signature can be added as a variable in the template<sup>1</sup>. It does not indicate the Opened for user, as the document can be generated for any HR case, not necessarily the one that the user opened<sup>2</sup>. It does not indicate who the document is about, as the document can contain information about multiple parties, such as the employee, the manager, and the HR representative<sup>2</sup>.

Reference:

1: ServiceNow Product Documentation: Document Templates

2: ServiceNow Product Documentation: Generate Documents from Templates

### **NEW QUESTION: 98**

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

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

**Answer: B (LEAVE A REPLY)**

According to the ServiceNow Hardware Asset Management documentation, the Inventory tab of the Hardware Asset Management dashboard provides a comprehensive view of the inventory functions, such as asset audits, disposal orders, stock orders, and shipments.

The primary goal of this tab is to show the value from maintaining inventory, such as reducing costs, improving service delivery, and optimizing asset utilization.

The Inventory tab also helps users to take inventory-related actions, such as creating or managing stock orders, disposal orders, or shipments, scanning assets with a mobile device, and assigning assets to pallets. References:

\* ServiceNow Hardware Asset Management: Hardware Asset Management overview

\* ServiceNow Hardware Asset Management: Inventory view

### **NEW QUESTION: 99**

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

**A.** Asset and CI Action

**B.** Asset-CI Task Action

**C.** Asset Task Action

**D.** Asset Action

**Answer: B,C ([LEAVE A REPLY](#))**

Explanation

When an agent resolves an incident that involves hardware assets, they need to complete the Asset-CI Task Action field on the incident form. This field allows the agent to select an action that applies to all the configuration items (CIs) and assets associated with the incident. The possible actions are:

No action: No changes are made to the CIs and assets.

Retire: The CIs and assets are retired and their state is set to Retired.

Dispose: The CIs and assets are disposed and their state is set to Disposed.

Return to stock: The CIs and assets are returned to stock and their state is set to In Stock.

Transfer: The CIs and assets are transferred to another location or user and their state is set to In Use.

When the agent saves the incident, the system automatically creates hardware asset tasks for each CI and asset, and assigns them to the appropriate group based on the action selected. The hardware asset tasks are linked to the incident and can be viewed from the Related Links section of the incident form. The hardware asset tasks are also used to update the CI and asset records with the relevant information, such as location, assignment, state, and substate.

By completing the Asset-CI Task Action field, the agent can ensure that the CIs and assets are updated in accordance with the incident resolution, and that the hardware asset management process is followed. References:

Resolve an incident with hardware assets

Hardware asset tasks

Hardware asset states and substates

### NEW QUESTION: 100

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

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

**Answer: D** ([LEAVE A REPLY](#))

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 rules<sup>12</sup>.

Normalization can be performed manually or automatically on models in the model catalog<sup>12</sup>.

If a model has been normalized, it will have a check mark in the Normalized column in the model list<sup>1</sup>.

To revert the normalization of a model, you can use the Revert Normalization UI action, which is available on the model form<sup>13</sup>.

The Revert Normalization UI action will restore the original values of the model attributes that were changed by the normalization process<sup>13</sup>.

The Revert Normalization UI action will also clear the Normalized check mark and the Normalization Source field on the model form<sup>13</sup>. References: Work with hardware normalization - ServiceNow - Now Support, Hardware Asset Management builds on Core Asset Management - ServiceNow, Automation Simplifies Hardware Asset Management - ServiceNow Blog, Product Documentation | ServiceNow

### NEW QUESTION: 101

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios?

(Choose two.)

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

**Answer: B,C** ([LEAVE A REPLY](#))

### NEW QUESTION: 102

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

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

**Answer: C (LEAVE A REPLY)**

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

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model name, model number, and product lifecycle information<sup>1</sup>.

The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product<sup>1</sup>. 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) dates<sup>2</sup>.

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?

**NEW QUESTION: 103**

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

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

**Answer: D (LEAVE A REPLY)**

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.

References:

- \* Hardware model normalization
- \* Normalize hardware models

\* Create a content library record

**NEW QUESTION: 104**

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

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

**Answer: A,B,E ([LEAVE A REPLY](#))**

**NEW QUESTION: 105**

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

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

**Answer: C ([LEAVE A REPLY](#))**

According to the Hardware Asset Management documentation, the Now Mobile app is a mobile application that enables users to access ServiceNow features and functions from their mobile devices.

The Now Mobile app allows users to view the hardware and software assets that are assigned to them, as well as request new assets or return existing assets<sup>1</sup>.

The Now Mobile app also allows users to create incidents to report issues with their devices, such as broken screens, slow performance, or malware infections<sup>1</sup>.

Therefore, the correct answer is option C, Now Mobile app, as it is the mobile app that users can leverage to view the assets assigned to them and create incidents to report issues with their devices. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

**NEW QUESTION: 106**

What is the focus of asset management?

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

**Answer: B ([LEAVE A REPLY](#))**

According to the ServiceNow Hardware Asset Management documentation, asset management is the practice of managing the lifecycle and optimization of physical assets to meet the needs and goals of an organization.

Asset management involves the balancing of costs, opportunities and risks against the desired performance of assets to achieve an organization's objectives. The other options are not the focus of asset management.

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#### NEW QUESTION: 107

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are reported as Match Not Found. What are potential causes of this? (Choose three.)

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

**Answer: B,C,E (LEAVE A REPLY)**

#### NEW QUESTION: 108

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

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

**Answer: C (LEAVE A REPLY)**

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 replaced<sup>1</sup>. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner

asset they need<sup>2</sup>. If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available<sup>3</sup>. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

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

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

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

Reference:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

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

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

## **NEW QUESTION: 109**

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

**A.** Financial

**B.** Lifecycle

**C.** Contractual

**D.** Operational

**E.** Relationship

**Answer: (SHOW ANSWER)**

Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.

Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.

The information that you would track for an asset includes:

Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.

Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.

The information that you would not track for a CI versus an asset are:

Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.

Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.

#### **NEW QUESTION: 110**

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

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

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 111**

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

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

**Answer: ([SHOW ANSWER](#))**

\* Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.

\* Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.

The information that you would track for an asset includes:

\* Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.

\* Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.

The information that you would not track for a CI versus an asset are:

\* Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.

\* Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.

References: 3: Asset and CI management - Product Documentation: San Diego - ServiceNow 2: What is the difference between an Asset and a Configuration Item? 1: [ITIL 4 Foundation] IT Assets vs. Configuration Items (CI's) - CertiBanks

### NEW QUESTION: 112

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

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

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 113

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

- \*Assigned to
- \*Model
- \*Model category
- \*State
- \*Stockroom
- \*Substate

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

**Answer: B** ([LEAVE A REPLY](#))

\* Consumables are hardware assets that are not tracked individually, but as a quantity of items in a stockroom, such as keyboards, mice, cables, etc.<sup>1</sup>

\* 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 device<sup>2</sup>

\* 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 cost<sup>3</sup>

\* 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 accordingly<sup>3</sup>

\* This feature helps to reduce duplicate records and simplify inventory management of consumables<sup>3</sup>

References: 1: Hardware Asset Management - ServiceNow 2: [Mobile Asset Receiving - ServiceNow] 3: [Consumable Hardware Assets - ServiceNow]

#### **NEW QUESTION: 114**

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

- A.** Cost Management
- B.** Procurement
- C.** Field Service Mobile
- D.** Order Management

**Answer: B (LEAVE A REPLY)**

- \* Stock rules are rules that define the minimum and maximum quantities of assets that should be maintained in a stockroom<sup>1</sup>.
- \* Automatic restocking actions are actions that trigger the creation of stock orders when the quantity of an asset falls below the minimum threshold or exceeds the maximum threshold<sup>1</sup>.
- \* A daily scheduled job runs every day to check the stock levels of assets and execute the automatic restocking actions based on the stock rules<sup>1</sup>.
- \* The plugin that must be activated in order to configure and use the scheduled job is the Procurement plugin<sup>2</sup>.
- \* The Procurement plugin enables the procurement of assets and consumables through purchase orders, stock orders, and vendor management<sup>2</sup>.
- \* The Procurement plugin also provides the Stock Order [Order] table, which stores the stock orders created by the automatic restocking actions<sup>2</sup>.

References: 1: Stock rules 2: Procurement

#### **NEW QUESTION: 115**

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

Why?

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

**Answer: B (LEAVE A REPLY)**

Explanation

According to the ServiceNow Product Documentation on Document Templates<sup>1</sup>, document templates are records that define the layout and content of a document that can be generated from a table record, such as an HR case<sup>1</sup>. They can include information such as fields, variables, images, and signatures<sup>1</sup>.

According to the ServiceNow Product Documentation on Generate Documents from Templates<sup>2</sup>, when a document template is created from an HR case, the name of the person who created the document is added to the name of the attachment<sup>2</sup>. For example, if John Smith created a document from the template Employee Termination Letter, the attachment name would be Employee Termination Letter - John Smith.docx<sup>2</sup>.

The reason for this naming convention is to indicate who generated the document, which can be useful for auditing and tracking purposes<sup>2</sup>. It can also help to avoid confusion or duplication if multiple documents are generated from the same template by different users<sup>2</sup>.

The other options are not the correct explanation for why the name of the person who created the document is added to the name of the attachment. It does not indicate who should sign the document, as the signature can be added as a variable in the template<sup>1</sup>. It does not indicate the Opened for user, as the document can be generated for any HR case, not necessarily the one that the user opened<sup>2</sup>. It does not indicate who the document is about, as the document can contain information about multiple parties, such as the employee, the manager, and the HR representative<sup>2</sup>.

References:

1: ServiceNow Product Documentation: Document Templates

2: ServiceNow Product Documentation: Generate Documents from Templates

## **NEW QUESTION: 116**

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

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

**Answer: A,C (LEAVE A REPLY)**

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle<sup>12</sup>.

The tab includes the following reports<sup>1</sup>:

Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed<sup>1</sup>.

Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month<sup>1</sup>.

Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month<sup>1</sup>.

Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month<sup>1</sup>.

Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.

#### **NEW QUESTION: 117**

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

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 118**

What do certification filters define?

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

**Answer:** C ([LEAVE A REPLY](#))

Explanation

Certification is a process of verifying the accuracy and completeness of asset data in the ServiceNow system<sup>1</sup> Certification filters define the criteria for selecting the assets that need to be certified, such as asset class, model, location, department, etc.<sup>2</sup> Certification filters are used to create certification tasks, which are assigned to certifiers who are responsible for reviewing and updating the asset data<sup>3</sup> Certification filters can be created and managed from the Certification Filters module under Hardware Asset Management application<sup>4</sup> References: 1: Certification Overview - ServiceNow 2: Create a certification filter - ServiceNow 3: Certify assets - ServiceNow 4: Certification Filters module - ServiceNow

#### **NEW QUESTION: 119**

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

Why?

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

**Answer: B (LEAVE A REPLY)**

\* According to the ServiceNow Product Documentation on Document Templates<sup>1</sup>, document templates are records that define the layout and content of a document that can be generated from a table record, such as an HR case<sup>1</sup>. They can include information such as fields, variables, images, and signatures<sup>1</sup>.

\* According to the ServiceNow Product Documentation on Generate Documents from Templates<sup>2</sup>, when a document template is created from an HR case, the name of the person who created the document is added to the name of the attachment<sup>2</sup>. For example, if John Smith created a document from the template Employee Termination Letter, the attachment name would be Employee Termination Letter - John Smith.docx<sup>2</sup>.

\* The reason for this naming convention is to indicate who generated the document, which can be useful for auditing and tracking purposes<sup>2</sup>. It can also help to avoid confusion or duplication if multiple documents are generated from the same template by different users<sup>2</sup>.

\* The other options are not the correct explanation for why the name of the person who created the document is added to the name of the attachment. It does not indicate who should sign the document, as the signature can be added as a variable in the template<sup>1</sup>. It does not indicate the Opened for user, as the document can be generated for any HR case, not necessarily the one that the user opened<sup>2</sup>. It does not indicate who the document is about, as the document can contain information about multiple parties, such as the employee, the manager, and the HR representative<sup>2</sup>.

References:

\* 1: ServiceNow Product Documentation: Document Templates

\* 2: ServiceNow Product Documentation: Generate Documents from Templates

**NEW QUESTION: 120**

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

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

**Answer: C,D,F (LEAVE A REPLY)**

**NEW QUESTION: 121**

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

- A. Model name
- B. Model category

- C. Model number
- D. Display name
- E. Manufacturer

**Answer: (SHOW ANSWER)**

According to the Hardware Model Normalization document, normalization status is the level of normalization match based on the characteristics of the hardware model data in the ServiceNow platform and the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The normalization status shows how well the hardware model data matches the Content Library data, and it can be one of the following<sup>1</sup>:

Fully Normalized: The hardware model data matches the Content Library data completely, indicating a complete and accurate model record.

Partially Normalized: The hardware model data partially matches the Content Library data, indicating a missing or incorrect model field.

Match Not Found: The hardware model data does not match any of the Content Library data, indicating a discrepancy or a gap in the model normalization process.

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

The characteristics that are used to determine the normalization status are the following<sup>1</sup>:

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

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

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

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

Hardware Model Normalization

What is Hardware Asset Management?

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**NEW QUESTION: 122**

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

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

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 123**

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

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

**Answer: A (LEAVE A REPLY)**

When an asset is manually created from a purchase order before it has been shipped by the supplier, the default state of the asset is set to On order. This state indicates that the asset has been ordered but not yet received. The asset state will change to Awaiting delivery when the asset is shipped by the supplier, and to In stock when the asset is received by the stockroom. The asset state will change to In use when the asset is deployed to a user or a location, and to Pending transfer when the asset is ready to be transferred to another stockroom or location. The asset state will change to Retired when the asset is disposed of or returned to the supplier. Reference:

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

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

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

#### **NEW QUESTION: 124**

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

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

**Answer: A,D (LEAVE A REPLY)**

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices<sup>12</sup>.

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app<sup>34</sup>.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app<sup>34</sup>.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

Reference:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile - Now Platform

3: ServiceNow Product Documentation: Now Mobile App

4: ServiceNow Product Documentation: Mobile Agent App

[5]: ServiceNow Product Documentation: Reclamation

[6]: ServiceNow Product Documentation: Consumables

### **NEW QUESTION: 125**

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

(Choose two.)

**A.** Stockroom audit

**B.** Vendor audit

**C.** Location audit

**D.** Discovery audit

**Answer: A,C (LEAVE A REPLY)**

Inventory audits are the processes of verifying the accuracy and consistency of the hardware asset inventory across the enterprise<sup>1</sup>.

The Hardware Asset Management (HAM) application supports the following types of inventory audits<sup>1</sup>:

**Stockroom audit:** This is an audit that verifies the quantity and condition of the hardware assets in a stockroom. A stockroom is a physical location where hardware assets are stored before they are delivered to the end users or transferred to another stockroom<sup>2</sup>. A stockroom audit helps to optimize the inventory levels, avoid overstocking or understocking, and identify any discrepancies or issues with the stockroom assets<sup>1</sup>.

**Location audit:** This is an audit that verifies the presence and status of the hardware assets in a specific location, such as an office, a building, or a floor. A location audit helps to

ensure that the hardware assets are assigned to the correct owners, locations, and departments, and to identify any missing, unknown, or unauthorized assets<sup>1</sup>.

Therefore, the types of inventory audits that are also options in the question are A.

Stockroom audit and C: Location audit.

The other options that are not types of inventory audits supported by the HAM application are:

Vendor audit: This is not a type of inventory audit, but a type of vendor management activity. Vendor management is the process of managing the relationships and contracts with the vendors that provide hardware assets and services to the organization<sup>3</sup>. Vendor audit is an activity that evaluates the performance, quality, and compliance of the vendor based on predefined criteria and metrics<sup>3</sup>.

Discovery audit: This is not a type of inventory audit, but a type of configuration management activity. Configuration management is the process of maintaining the accuracy and consistency of the operational and relationship information of IT assets and services in the Configuration Management Database (CMDB)<sup>4</sup>. Discovery audit is an activity that compares the actual configuration items (CIs) in the IT environment with the expected CIs in the CMDB and identifies any differences or discrepancies<sup>4</sup>. References:

1: Hardware Asset Inventory Audit

2: Stockrooms

3: Vendor Management

4: Configuration Management

### NEW QUESTION: 126

When creating a stock rule that replenishes from a vendor, what is a primary requirement for the warehouse stockroom? Choose 2 answers

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

**Answer: A,B (LEAVE A REPLY)**

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

### NEW QUESTION: 127

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

- A. Stockroom audit
- B. Vendor audit
- C. Location audit
- D. Discovery audit

**Answer:** ([SHOW ANSWER](#))

Inventory audits are the processes of verifying the accuracy and consistency of the hardware asset inventory across the enterprise<sup>1</sup>.

The Hardware Asset Management (HAM) application supports the following types of inventory audits<sup>1</sup>:

Stockroom audit: This is an audit that verifies the quantity and condition of the hardware assets in a stockroom. A stockroom is a physical location where hardware assets are stored before they are delivered to the end users or transferred to another stockroom<sup>2</sup>. A stockroom audit helps to optimize the inventory levels, avoid overstocking or understocking, and identify any discrepancies or issues with the stockroom assets<sup>1</sup>.

Location audit: This is an audit that verifies the presence and status of the hardware assets in a specific location, such as an office, a building, or a floor. A location audit helps to ensure that the hardware assets are assigned to the correct owners, locations, and departments, and to identify any missing, unknown, or unauthorized assets<sup>1</sup>.

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

The other options that are not types of inventory audits supported by the HAM application are:

Discovery audit: This is not a type of inventory audit, but a type of configuration management activity. Configuration management is the process of maintaining the accuracy and consistency of the operational and relationship information of IT assets and services in the Configuration Management Database (CMDB)<sup>4</sup>. Discovery audit is an activity that compares the actual configuration items (CIs) in the IT environment with the expected CIs in the CMDB and identifies any differences or discrepancies<sup>4</sup>. Reference:

1: Hardware Asset Inventory Audit

2: Stockrooms

3: Vendor Management

4: Configuration Management

### **NEW QUESTION: 128**

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

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

**Answer: C ([LEAVE A REPLY](#))**

To utilize the contract rate cards features, you need to activate the Rate Management plugin, which provides the ability to define and manage rates for various types of costs and expenses<sup>1</sup>.

The contract rate cards features allow you to capture operating costs by generating expense lines representing the cost of a contract. You can associate a contract to certain assets and costs of those assets are tied to the contract. This is similar to a rate card cost, except the contract contains all the costs<sup>2</sup>.

The other plugins are not required to use the contract rate cards features. The Financial Management plugin provides the ability to track and manage the financial performance of your IT services<sup>3</sup>. The Contract Management plugin provides the ability to create and manage contracts for assets, services, and vendors<sup>4</sup>. The Cost Management plugin provides the ability to track and allocate costs for configuration items, tasks, and projects<sup>5</sup>.

References: 1: Rate Management 2: Cost Management - ServiceNow Elite 3: Financial Management 4: Contract Management 5: Cost Management

**NEW QUESTION: 129**

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

**Answer: E ([LEAVE A REPLY](#))**

**NEW QUESTION: 130**

Which catalog facilitates the ability to source from existing stock?

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

**Answer: C ([LEAVE A REPLY](#))**

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department<sup>1</sup> 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 stockroom<sup>2</sup> 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 assets<sup>1</sup> The Service Catalog is integrated with the Procurement Catalog, which contains the list of hardware products that are currently on order or have been received from vendors<sup>3</sup> The Service Catalog is also linked to the Product Catalog,

which contains the list of hardware products that are available for purchase from vendors or internal sources<sup>4</sup> The Vendor Catalog contains the list of vendors that supply hardware products, but it does not facilitate the ability to source from existing stock

### **NEW QUESTION: 131**

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

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

**Answer: A ([LEAVE A REPLY](#))**

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 assets<sup>1</sup>. The Now Agent Mobile App provides access to the following features<sup>2</sup>:  
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 contracts<sup>3</sup>. 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. References:

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]

### **NEW QUESTION: 132**

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

(Choose three.)

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

**Answer:** ([SHOW ANSWER](#))

Explanation

According to the ServiceNow Hardware Asset Management documentation, a swap/replace asset task is a type of asset task that is used to replace a faulty or damaged asset with a new or refurbished one<sup>1</sup>. When an incident is resolved by swapping or replacing an asset, the Incident Management application triggers a swap/replace asset task and assigns it to the asset manager<sup>2</sup>. When the asset manager completes the task, the following fields are automatically updated in the associated asset record<sup>3</sup>:

Software allocations: The software allocations of the old asset are transferred to the new asset, and the old asset is marked as unallocated.

Related CI record: The related configuration item (CI) record of the old asset is updated with the new asset information, and the old asset is marked as retired.

Disposal information: The disposal information of the old asset is updated with the reason, date, and method of disposal.

The other options, maintenance contracts and depreciation values, are not automatically updated in the associated asset record when a swap/replace asset task is triggered.

Maintenance contracts are not affected by the swap/replace operation, as they are linked to the asset model, not the individual asset<sup>4</sup>. Depreciation values are not updated automatically, as they are calculated based on the asset cost, depreciation method, and depreciation schedule<sup>5</sup>. References:

ServiceNow Hardware Asset Management: Asset tasks

ServiceNow Hardware Asset Management: Swap/replace asset task

ServiceNow Hardware Asset Management: Swap/replace asset task workflow

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Depreciation

### NEW QUESTION: 133

A contract can be cancelled when the State is what?

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

**Answer: B (LEAVE A REPLY)**

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 performance<sup>1</sup>.

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.

References:

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

### **NEW QUESTION: 134**

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

**A.** When stock is less than the threshold specified in the stock rule

**B.** By creating a purchase orders to restock from other stockrooms

**C.** By creating transfer orders to restock from other stockrooms

**D.** By notifying the stockroom manager of new transfer orders

**Answer: A (LEAVE A REPLY)**

Explanation

A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom<sup>12</sup>.

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 rules<sup>13</sup>.

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 vendor<sup>13</sup>.

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

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

### **NEW QUESTION: 135**

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

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

**Answer: A,C ([LEAVE A REPLY](#))**

Explanation

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

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

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

Other examples of operational expenses are:

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

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

References:

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

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

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

#### NEW QUESTION: 136

A blind inventory audit is typically initiated via which interface?

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

**Answer: C (LEAVE A REPLY)**

According to the Audit your inventory document, a blind inventory audit is a type of audit that hides the expected asset list from the auditor, so that the auditor has to physically scan each asset in the location and compare it with the actual asset list<sup>1</sup>.

A blind inventory audit helps ensure data integrity and accuracy, as it prevents the auditor from

"cheating on the test" by relying on the expected asset list<sup>1</sup>.

A blind inventory audit is typically initiated via the Now Agent Mobile app, which is a mobile application that enables users to perform various tasks related to hardware asset management, such as scanning assets, creating audits, and viewing audit results<sup>1</sup>.

The Now Agent Mobile app allows users to create an audit on the mobile device, select the location and type of audit, and scan the assets using the device camera or a Bluetooth scanner<sup>1</sup>.

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

Audit your inventory

What is Hardware Asset Management?

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#### NEW QUESTION: 137

Assets can be moved between stockrooms by using:

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

**Answer: (SHOW ANSWER)**

According to the ServiceNow Hardware Asset Management documentation, assets can be moved between stockrooms by using transfer orders. A transfer order is a record that tracks the movement of assets from one stockroom to another. A transfer order can be created manually by the stock manager or automatically by the system based on predefined rules or workflows<sup>1</sup>. A transfer order contains information such as the source and destination stockrooms, the assets to be transferred, the shipment details, and the status of the transfer<sup>2</sup>.

The other options are not correct because:

Stock orders are records that track the procurement of assets from vendors, not the movement of assets between stockrooms<sup>3</sup>.

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

Transfer rules are rules that define the conditions and actions for creating transfer orders automatically, not the records that track the movement of assets between stockrooms.

Reference:

ServiceNow Hardware Asset Management: Transfer orders

ServiceNow Hardware Asset Management: Create a transfer order

ServiceNow Hardware Asset Management: Stock orders

[ServiceNow Hardware Asset Management: Stock rules]

[ServiceNow Hardware Asset Management: Transfer rules]

### NEW QUESTION: 138

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

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

**Answer: D (LEAVE A REPLY)**

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 asset<sup>1</sup>.

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 asset<sup>2</sup>.

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 on<sup>2</sup>.

This feature removes the need to manually update the asset record after completing the FSM change task, saving time and ensuring accuracy<sup>2</sup>.

### **NEW QUESTION: 139**

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

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

**Answer:** [\(SHOW ANSWER\)](#)

\* According to the Hardware Asset Management documentation, the Hardware Asset Management (HAM) plugin is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets.

\* To activate the HAM plugin, you need to request it from the HI Customer Service System<sup>1</sup>.

\* Once the HAM plugin is activated, you can access the Hardware Asset Management application from the application navigator in the ServiceNow platform<sup>2</sup>.

\* The Hardware Asset Management application contains several modules, such as Hardware Assets, Hardware Asset Dashboard, Hardware Normalization, and Asset Lifecycle Automation<sup>2</sup>.

\* Therefore, the correct answer is option D, check for the Hardware Asset Management application in the application navigator, as it indicates that the HAM plugin is installed on your instance. References:

\* Hardware Asset Management documentation

\* Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

### **NEW QUESTION: 140**

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

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

**Answer:** **B** [\(LEAVE A REPLY\)](#)

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

The asset audit form shows the details of the audit, such as the name, description, status, start date, end date, and location of the audit<sup>1</sup>.

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

The scanned assets are the assets that were found at the stockroom or warehouse that is being audited, regardless of whether they were expected or not<sup>1</sup>.

The scanned assets are displayed in the Scanned Assets related list on the asset audit form<sup>1</sup>.

Therefore, the correct answer is option B, scanned assets, as they are the list of all assets that were found at the stockroom or warehouse that is being audited. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

### **NEW QUESTION: 141**

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

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

**Answer: C (LEAVE A REPLY)**

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure<sup>1</sup>. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component<sup>2</sup>. Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems<sup>3</sup>.

The other options are not correct because:

\* Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component<sup>2</sup>.

- \* Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement<sup>2</sup>.
- \* Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component<sup>2</sup>.
- \* Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component<sup>4</sup>.

References:

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

### NEW QUESTION: 142

What are baseline asset states? (Choose three.)

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

**Answer: (SHOW ANSWER)**

Baseline asset states are the predefined states that represent the lifecycle stages of hardware assets in the ServiceNow platform<sup>1</sup>.

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 management<sup>2</sup>.

The baseline asset states are: In Stock, In Use, In Repair, In Transit, Retired, Consumed, and Duplicate<sup>1</sup>.

In Stock means the asset is available in a stockroom and ready for deployment<sup>1</sup>.

Consumed means the asset is used up or depleted, such as a toner cartridge or a battery<sup>1</sup>.

Retired means the asset is no longer in use and has been disposed of or recycled<sup>1</sup>.

Reference:

Baseline asset states

Hardware Asset Management overview

### NEW QUESTION: 143

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

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 144**

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

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

**Answer: D** ([LEAVE A REPLY](#))

Explanation

According to the ServiceNow Hardware Asset Management documentation, the Now Platform can create an asset automatically under the following conditions<sup>1</sup>:

Configuration normalization: When a configuration item (CI) is normalized, the platform creates a corresponding asset if it does not exist.

Enforced CI verification: When an asset is verified, the platform creates a corresponding CI if it does not exist.

Data synching: When an asset or a CI is updated, the platform synchronizes the data between the two records.

Model characterization: When a model is characterized, the platform creates an asset for each CI that belongs to that model.

Data justification is not a condition that triggers automatic asset creation. Data justification is a process of validating and correcting the data quality of assets and CIs<sup>2</sup>. References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Data justification

#### **NEW QUESTION: 145**

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

- A. Procurement
- B. Asset Health
- C. Inventory

- D. End of Life
- E. Model Management

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 146**

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

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

**Answer: A,E,G ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 147**

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

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

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 148**

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

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 149**

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

- A. Warranty costs
- B. Purchase price or lease cost
- C. Delivery costs
- D. Resource costs for support

- E. Replacement parts
- F. Maintenance agreements

**Answer: (SHOW ANSWER)**

Explanation

Original costs are the costs that are incurred when acquiring a hardware asset, such as purchase price or lease cost, delivery costs, and replacement parts<sup>1</sup> Operational expenses are the costs that are incurred when maintaining and using a hardware asset, such as resource costs for support, warranty costs, and maintenance agreements<sup>1</sup> Original costs and operational expenses are used to calculate the total cost of ownership (TCO) of a hardware asset, which is the sum of all costs associated with an asset throughout its lifecycle<sup>1</sup> TCO helps to measure the value and performance of a hardware asset and optimize the asset management strategy<sup>1</sup> References: 1: Total cost of ownership - ServiceNow

#### **NEW QUESTION: 150**

When does an asset's lifecycle begin?

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

**Answer: D (LEAVE A REPLY)**

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

Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview

ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

#### **NEW QUESTION: 151**

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

- A. No configuration is required: asset tasks automatically activate behind the scenes
- B. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
- C. Activate HAM and then re-run the scheduled FSM jobs
- D. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs

**Answer: B (LEAVE A REPLY)**

To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions<sup>1</sup>.

To run the scheduled job "Asset - Create FSM asset tasks", navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically<sup>2</sup>.

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 records<sup>2</sup>.

The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes<sup>3</sup>. References:

1: Hardware Asset Management - ServiceNow

2: Asset - Create FSM asset tasks scheduled job

3: Hardware Asset Management and Field Service Management integration

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### NEW QUESTION: 152

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

- A. procurement\_user
- B. inventory\_admin
- C. itil
- D. discovery\_admin
- E. asset

**Answer: C (LEAVE A REPLY)**

Explanation

The itil role enables the user to perform actions related to incident, problem, change, and configuration management. This role is part of the ITIL framework, which is a set of best practices for delivering IT services. According to the ServiceNow documentation<sup>1</sup>, the itil role can do the following:

Create and update incidents, problems, and change requests

View configuration items (CIs) and their relationships

Add comments and work notes to tasks

Approve or reject change requests

Close resolved incidents and problems

Reopen closed incidents and problems

The other roles listed in the question have different functions and permissions. For example, the `procurement_user` role can request and track hardware purchases<sup>2</sup>, the `inventory_admin` role can manage stockrooms and transfer orders<sup>3</sup>, the `discovery_admin` role can configure and run Discovery to populate the CMDB<sup>4</sup>, and the `asset` role can view and edit asset records<sup>5</sup>.

References: 1: Incident Management - Product Documentation: San Diego - ServiceNow

2: Procurement - Product Documentation: San Diego - ServiceNow 3: Inventory

Management - Product Documentation: San Diego - ServiceNow 4: Discovery -

Product Documentation: San Diego - ServiceNow 5: Asset Management - Product

Documentation: San Diego - ServiceNow

### NEW QUESTION: 153

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

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

**B.** Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks

**C.** Activate HAM and then re-run the scheduled FSM jobs

**D.** Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs

**Answer: (SHOW ANSWER)**

To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions<sup>1</sup>.

To run the scheduled job "Asset - Create FSM asset tasks", navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically<sup>2</sup>.

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 records<sup>2</sup>.

The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes<sup>3</sup>. Reference:

1: Hardware Asset Management - ServiceNow

2: Asset - Create FSM asset tasks scheduled job

3: Hardware Asset Management and Field Service Management integration

### NEW QUESTION: 154

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

**Answer: F ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 155**

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

- A. Hardware Model Normalization (com.sn\_hwnorm)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Outbound Tracking (com.glide.outbound\_tracking)
- D. Normalization Data Services Client (com.glide.data\_services\_canonicalization.client)

**Answer: D ([LEAVE A REPLY](#))**

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 manufacturers<sup>12</sup>.

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 versions<sup>12</sup>.

The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes<sup>12</sup>.

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 Service<sup>13</sup>.

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.

#### **NEW QUESTION: 156**

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

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

**Answer: A ([LEAVE A REPLY](#))**

The ServiceNow Agent mobile app allows the user to conduct asset audits by scanning asset barcodes or QR codes<sup>1</sup>.

The user can perform audits offline when they are in areas without connectivity<sup>1</sup>.

The app automatically compares the scanned assets against the expected assets based on the inventory records to identify discrepancies<sup>1</sup>.

The user can also view the audit results and generate reports from the app<sup>2</sup>. References:

Audit your inventory - Product Documentation: San Diego - ServiceNow

Hardware Asset Inventory Management - ServiceNow

Hardware Asset Management - ServiceNow

### **NEW QUESTION: 157**

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

**A.** Homepage

**B.** Home

**C.** Overview

**D.** My Assets

**Answer: (SHOW ANSWER)**

The Overview view is a dashboard that displays metrics and charts related to the hardware assets in your organization.

The Overview view shows the following information:

The total number of hardware assets, their status, and their lifecycle stage.

The number of assets that are due for refresh, retired, or disposed in the current year, quarter, or month.

The refresh rate and the refresh cost of the hardware assets.

The asset age distribution and the asset model distribution.

The asset compliance status and the asset certification status.

To access the Overview view, you need to have the `sn_ham.user` role or the `sn_ham.admin` role.

To access the Overview view, navigate to Hardware Asset Management > Overview.

Reference:

Overview

Hardware Asset Management roles

### **NEW QUESTION: 158**

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

**A.** The first scan is imported

**B.** Both records are imported

**C.** HAM automatically removes duplicates

**D.** The most recent scan is imported

**Answer: (SHOW ANSWER)**

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.

### **NEW QUESTION: 159**

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

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

**Answer: C (LEAVE A REPLY)**

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 cycle<sup>1</sup>.

The tabs in the Hardware Asset dashboard are updated in real time, meaning that they reflect the latest data from the Hardware Asset Management application<sup>2</sup>.

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

### **NEW QUESTION: 160**

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

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

**Answer: B,D (LEAVE A REPLY)**

### **NEW QUESTION: 161**

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

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

**Answer: A,D (LEAVE A REPLY)**

Explanation

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)<sup>1</sup>. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework<sup>2</sup>. The advanced risk assessment process consists of the following steps<sup>1</sup>:

Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

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

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

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

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

Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

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

Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity

and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party<sup>3</sup>.

Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system<sup>3</sup>.

The other options are not correct because:

Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope<sup>1</sup>. The RAM does not determine whether to skip the risk response or not.

Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept<sup>3</sup>.

References:

ServiceNow Hardware Asset Management: Advanced Risk Assessment

ServiceNow Hardware Asset Management: Risk response tasks

ServiceNow Hardware Asset Management: ServiceNow Risk Management

## NEW QUESTION: 162

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

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

**Answer:** ([SHOW ANSWER](#))

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. References:

Hardware Model Normalization, Demo - HAM Professional - Hardware Model

Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

### NEW QUESTION: 163

When does an asset's lifecycle begin?

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

**Answer: C (LEAVE A REPLY)**

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

- \* ServiceNow Hardware Asset Management: Hardware Asset Management overview
- \* ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

### NEW QUESTION: 164

To access the full spectrum of asset management functionality, which inactive plugins should be installed?

(Choose five.)

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 165**

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

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

**Answer:** ([SHOW ANSWER](#))

A rate card is a record that defines the cost of a configuration item (CI), contract, task, or labor.

A rate card can have one-time costs, recurring costs, or both.

A scheduled job is a script that runs at a specified time or interval to perform a specific task.

The Process Daily Costs scheduled job is a script that runs every day to generate expense lines for CIs, contracts, tasks, and labor based on their rate cards .

An expense line is a record that captures the cost of a CI, contract, task, or labor for a given period.

The Process Daily Costs scheduled job calculates the daily cost of each rate card by dividing the recurring cost by the number of days in the billing cycle.

The Process Daily Costs scheduled job also prorates the one-time cost of each rate card by dividing it by the number of days in the amortization period.

The Process Daily Costs scheduled job creates expense lines for each rate card with the calculated daily cost and the current date.

The Process Daily Costs scheduled job also updates the total cost and remaining cost fields of each rate card based on the generated expense lines. References:

[Cost Management - Product Documentation: San Diego - ServiceNow]

[Scheduled Jobs - Product Documentation: San Diego - ServiceNow]

[Process Daily Costs - Product Documentation: San Diego - ServiceNow]

**NEW QUESTION: 166**

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

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

**Answer:** ([SHOW ANSWER](#))

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.<sup>1</sup> 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 References: 1: Hardware Asset Management - ServiceNow 2: [Mobile Asset Receiving - ServiceNow] 3: [Consumable Hardware Assets - ServiceNow]

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#### **NEW QUESTION: 167**

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

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

**Answer: (SHOW ANSWER)**

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

The capability blueprint consists of five tiers, each representing a different level of capability and value.

The five tiers are:

Trustworthy data: The foundation of hardware asset management, ensuring data accuracy, completeness, and consistency.

Practical management: The basic level of hardware asset management, enabling visibility, control, and compliance of hardware assets.

Operational integration: The intermediate level of hardware asset management, enhancing efficiency, effectiveness, and collaboration of hardware asset processes.

Strategic conformance: The advanced level of hardware asset management, achieving best-in-class performance, optimization, and alignment of hardware assets with business goals.

Business transformation: The ultimate level of hardware asset management, enabling innovation, agility, and competitive advantage through hardware asset management. The tier that focuses on achieving best-in-class is the strategic conformance tier, which aims to optimize the cost, quality, and value of hardware assets, as well as align them with the business strategy and objectives. References:  
Hardware Asset Management Capability Blueprint  
Hardware Asset Management Maturity Model

#### **NEW QUESTION: 168**

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

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

**Answer: B,E (LEAVE A REPLY)**

Configuration items (CIs) are the records that represent the IT assets and services in the Configuration Management Database (CMDB).

CIs track the following types of information:

Operational: This includes the current status, location, owner, and other attributes of the CI that reflect its operational state.

Relationship: This includes the connections and dependencies between the CI and other CIs, such as parent-child, peer-peer, or service-component relationships.

Lifecycle: This includes the history of changes, incidents, problems, and other events that affect the CI throughout its lifecycle.

Therefore, the types of information that are also options in the question are B. Operational and E.

Relationship.

The other types of information that are not tracked by CIs are:

Financial: This includes the cost, depreciation, and budget of the CI. This information is tracked by the Asset Management application.

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

Configuration Item

#### **NEW QUESTION: 169**

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

- A. The hardware model content has not yet been downloaded from the Content Service
- B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service

C. Your hardware model form contains a good model number, but a badly formatted model name

D. You have opted out of the ServiceNow Content Service

E. A normalization rule for the hardware model does not exist in the Content Service

**Answer: A,B,E (LEAVE A REPLY)**

\* 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 models<sup>1</sup>

\* 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 models<sup>1</sup>

\* Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number<sup>2</sup>

\* 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 Normalized<sup>3</sup>

\* 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 models<sup>3</sup>

\* The potential causes of this are<sup>4</sup>:

\* 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.

References: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow 3: Model Management tab - ServiceNow 4: Troubleshoot hardware model normalization - ServiceNow

**NEW QUESTION: 170**

What are the four tiers of Capability Blueprint?

**A.** Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance

**B.** Trustworthy Data, Practical Management, Process Integration, Business Alignment

**C.** Trustworthy Data, Practical Management, Operational Integration, Strategic

Conformance

**D.** Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment

**Answer: (SHOW ANSWER)**

Explanation

The Capability Blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity. It consists of four tiers that represent the key capabilities and outcomes of effective hardware asset management:

**Trustworthy Data:** This is the foundation of hardware asset management, which ensures that the data about the assets is accurate, complete, consistent, and normalized. It involves discovering, importing, reconciling, and validating the asset data from multiple sources, and maintaining a clean and central system of record in the CMDB.

**Lifecycle Management:** This is the core of hardware asset management, which covers the end-to-end processes and tasks for managing the assets throughout their lifecycle stages, from request to retire. It involves automating the workflows for asset fulfillment, deployment, monitoring, maintenance, and disposal, and optimizing the asset utilization and performance.

**Operational Integration:** This is the extension of hardware asset management, which connects the asset data and processes with other IT and business functions, such as service management, financial management, security management, and vendor management. It involves aligning the asset management objectives and policies with the organizational goals and standards, and enhancing the service delivery and customer satisfaction.

**Business Alignment:** This is the elevation of hardware asset management, which leverages the asset data and processes to support strategic decision making and business outcomes, such as cost reduction, risk mitigation, compliance improvement, and value creation. It involves analyzing the asset data and trends, reporting the asset performance and value, and planning the asset refresh and innovation.

References:

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.

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

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

### NEW QUESTION: 171

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

- A. Create a task assigned to stock room manager to contact procurement manager
- B. Create a task assigned to the stock room manager to create a purchase order
- C. Create a new asset from any returned inventory
- D. Create a transfer order to restock from another stockroom
- E. Create a transfer order to restock from a vendor

**Answer:** ([SHOW ANSWER](#))

Automatic restocking actions are actions that are triggered by a scheduled job when the stock level of a hardware asset model falls below the minimum threshold defined in the stock rule<sup>1</sup>.

Automatic restocking actions can help to maintain the optimal inventory level and avoid stock shortages or overstocking<sup>1</sup>.

The baseline system provides two automatic restocking actions out of the box<sup>1</sup>:

Create a task assigned to stock room manager to contact procurement manager: This action creates a task record in the Hardware Asset Management application and assigns it to the stock room manager of the source stockroom. The task instructs the stock room manager to contact the procurement manager to initiate the purchase order process for the asset model that needs to be restocked<sup>1</sup>.

Create a transfer order to restock from another stockroom: This action creates a transfer order record in the Hardware Asset Management application and assigns it to the stock room manager of the source stockroom. The transfer order contains the details of the asset model, quantity, source stockroom, destination stockroom, and expected delivery date that need to be moved between the stockrooms<sup>1</sup>.

The other options are not available as automatic restocking actions in the baseline system, but they can be customized or added as additional actions if needed<sup>1</sup>. References:

Automatic restocking actions

### NEW QUESTION: 172

What is the process of restructuring data to maintain consistency?

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

**Answer:** ([SHOW ANSWER](#))

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 platform<sup>1</sup>. References: 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

### **NEW QUESTION: 173**

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

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

**Answer: D (LEAVE A REPLY)**

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 models<sup>1</sup>.

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 models<sup>1</sup>.

The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number<sup>12</sup>.

The model number is a unique identifier for a specific product or model that is assigned by the manufacturer<sup>12</sup>. It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services<sup>23</sup>.

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 type<sup>12</sup>.

The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display name, the model category, and the asset tracking unit are either not unique or not based on the UNSPSC.

Reference:

- 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow
- 2: Hardware Asset Management overview - ServiceNow - Now Support
- 3: Product Documentation | ServiceNow
- 4: Automation Simplifies Hardware Asset Management - ServiceNow Blog

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