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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q69-Q74):

NEW QUESTION # 69

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

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

Answer: B

Explanation:

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

NEW QUESTION # 70

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 retirement
- E. Certificate of disposal

Answer: A

NEW QUESTION # 71

When does hardware normalization run by default?

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

Answer: C

Explanation:

Explanation

Hardware normalization is the process of standardizing the details of your hardware models, such as manufacturer, product, model, and device type, by comparing them with the data from the Hardware Model Normalization Content Service¹².

Hardware normalization runs by default on an hourly basis, as part of the Stock Rule Runner scheduled job¹³.

The Stock Rule Runner job also checks the stock levels of your models and assets in stockrooms and creates stock orders to replenish them if they are below the minimum quantity specified in the stock rules¹³.

Therefore, the correct answer is A. On an hourly basis, as this is the default frequency of the hardware normalization process.

References: 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow 3: Stock Rules in ServiceNow - GlideFast ServiceNow

NEW QUESTION # 72

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. Make a show/hide UI action to show only the desired CIs to the itil users
- **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. 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`

Answer: B

Explanation:

To exclude certain types of CIs from the CI lists on the Incident, Problem, and Change forms, you can use the Principal CI class

checkbox, which is available on the Class Manager module under Configuration¹.

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

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

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

NEW QUESTION # 73

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

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

Answer: C

Explanation:

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

NEW QUESTION # 74

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