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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q12-Q17):

NEW QUESTION # 12

When should you retire an IT asset?

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

Answer: D

Explanation:

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner¹.

The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements¹.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following¹:

The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss
The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department
The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying
The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor
The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset
Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

The other options are not the correct answer because they are either too vague or too specific:

A) At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management². It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

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

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

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

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

NEW QUESTION # 13

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

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

Answer: A

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced¹. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need². If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available³. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

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

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows.

Transfer order flows are managed by the stock manager using the Transfer Order Management module.

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

References:

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 # 14

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

Answer: C

NEW QUESTION # 15

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

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

Answer: A

Explanation:

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

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

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

NEW QUESTION # 16

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

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

Answer: D

NEW QUESTION # 17

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