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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q78-Q83):

NEW QUESTION # 78

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

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

Answer: E

NEW QUESTION # 79

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

Answer: A,B,D,E

Explanation:

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

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

90 days ahead of the contract expiration date

60 days ahead of the contract expiration date

30 days ahead of the contract expiration date

Day of expiration

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

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Contract and renewal management - ServiceNow

3: Contract Management - ServiceNow Elite

4: Email notification condition for contract expiration - ServiceNow

NEW QUESTION # 80

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. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
- B. No configuration is required: asset tasks automatically activate behind the scenes
- C. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs
- D. Activate HAM and then re-run the scheduled FSM jobs

Answer: B

Explanation:

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

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

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

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

1: Hardware Asset Management - ServiceNow

2: Asset - Create FSM asset tasks scheduled job

3: Hardware Asset Management and Field Service Management integration

NEW QUESTION # 81

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

- A. Order
- B. Discard
- C. Receive
- D. Request

- E. Procure
- F. Install

Answer: A,C,F

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life¹. The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools¹.

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

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

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive².

Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records².

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

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

1: What is the IT Asset Lifecycle? - ServiceNow

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

NEW QUESTION # 82

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

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

Answer: A,C,D

NEW QUESTION # 83

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