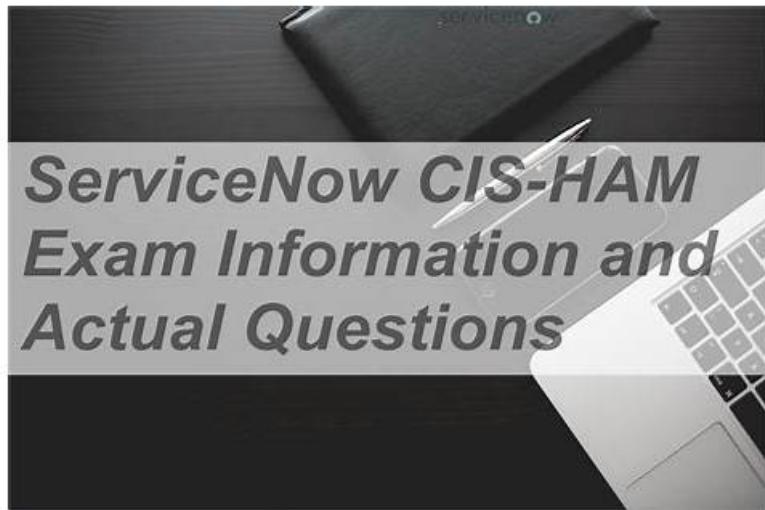


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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q42-Q47):

### NEW QUESTION # 42

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

- A. Discovery
- B. **Hardware Asset Management**
- C. Service Mapping
- D. Cost Management
- E. Managed Documents
- F. Procurement
- G. Data Certification

**Answer: B,D,E,F,G**

**NEW QUESTION # 43**

What are types of assets? (Choose four.)

- A. Facility
- B. Hardware
- C. Model
- D. Stockroom
- E. Consumable
- F. Software entitlement

**Answer: B,C,E,F**

Explanation:

An asset is a record that represents any tangible or intangible object that is tracked by the organization<sup>12</sup>.

There are different types of assets, depending on their nature, usage, and lifecycle<sup>12</sup>.

The types of assets are<sup>12</sup>:

Model: A model is a record that defines the common attributes and specifications of a group of assets, such as manufacturer, product, category, and device type<sup>12</sup>. For example, Dell Latitude E7450 is a model of a laptop.

Software entitlement: A software entitlement is a record that defines the rights and obligations of using a software product, such as license type, quantity, expiration date, and cost<sup>13</sup>. For example, Microsoft Office 365 is a software entitlement that grants access to various

**NEW QUESTION # 44**

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. Awaiting delivery
- C. In use
- D. Pending transfer

**Answer: A**

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 # 45**

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufacturers and product names?

- A. Asset tag
- B. Model number
- C. Asset tracking unit
- D. Model category

- E. Display name

**Answer: B**

Explanation:

- \* Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of their hardware and consumable models1.
- \* Hardware model normalization uses the data from the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized information for thousands of hardware models1.
- \* The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number12.
- \* The model number is a unique identifier for a specific product or model that is assigned by the manufacturer12. It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services23.
- \* Hardware model normalization compares the model number of the model record with the model number of the Hardware Model Normalization Content Service record and updates the model record with the normalized information, such as display name, manufacturer, product, and device type12.
- \* The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display name, the model category, and the asset tracking unit are either not unique or not based on the UNSPSC.

References:

- 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

**NEW QUESTION # 46**

What is the focus of asset management?

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

**Answer: C**

Explanation:

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.

**NEW QUESTION # 47**

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