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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q178-Q183):

NEW QUESTION # 178

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

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

Answer: B

Explanation:
According to the ServiceNow Hardware Asset Management documentation1, when a hardware asset is retired, the system property glide.ham.retire_reclaim_sw() determines whether the software allocations on that asset are automatically reclaimed or not. If the property is set to true, the software allocations are returned to the inventory. If the property is set to false, the software allocations remain with the hardware asset and need to be reclaimed manually. Reference: 1: Hardware Asset Management - ServiceNow2

NEW QUESTION # 179

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

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

Answer: B

NEW QUESTION # 180

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

- A. Outbound Tracking (com.glide.outbound_tracking)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Hardware Model Normalization (com.sn_hwnorm)
- D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Answer: D

Explanation:
* 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 manufacturers12.
* 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 versions12.
* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes12.
* 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 Service13.
* 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 # 181

Assets can be moved between stockrooms by using:

- A. Stock rules

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

Answer: C

Explanation:
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 workflows1. 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 transfer2.
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 stockrooms3.
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 # 182
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 and then re-run the scheduled FSM jobs
- B. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
- C. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs
- D. No configuration is required: asset tasks automatically activate behind the scenes

Answer: D

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 # 183
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