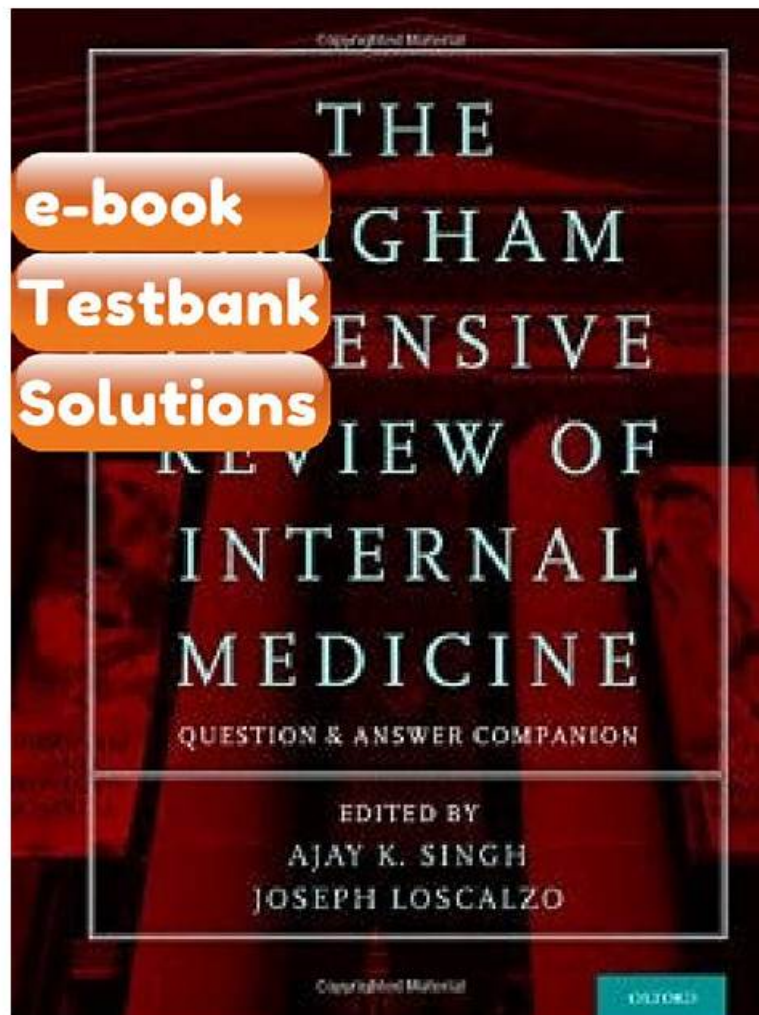


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q68-Q73):

NEW QUESTION # 68

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

- **A. Integrates with business services via the Service Catalog from request through to disposal**
- B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- **C. Provides input into, aligns with, and follows corporate governance**
- D. Improves application privacy and security adherence
- **E. Leverages Service Mapping to predict service impact**

Answer: A,C,E

NEW QUESTION # 69

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

- **A. Weekly**
- B. Monthly
- C. Daily
- D. Quarterly

Answer: A

Explanation:

The Hardware Asset Management Content Service is a feature that enables customers to opt-in to receive updated content from ServiceNow, such as hardware model normalization rules, software recognition patterns, and SaaS product categories^{1,2}.

When opted-in to the Hardware Asset Management Content Service, the updated content is downloaded to the customer instance from ServiceNow weekly². This helps customers to keep their hardware and software inventory normalized and accurate with the latest data from ServiceNow.

The other options, such as monthly, daily, or quarterly, are incorrect, as they do not match the frequency of the Hardware Asset Management Content Service updates². References: 1: Hardware Model Normalization - Product Documentation: Vancouver - ServiceNow 2: Content Library for IT Asset Management - ServiceNow

NEW QUESTION # 70

What types of inventory audits are supported with the Hardware Asset Management (HAM) application? (Choose two.)

- **A. Location audit**
- B. Vendor audit
- **C. Stockroom audit**
- D. Discovery audit

Answer: A,C

Explanation:

Inventory audits are the processes of verifying the accuracy and consistency of the hardware asset inventory across the enterprise¹.

The Hardware Asset Management (HAM) application supports the following types of inventory audits¹:

Stockroom audit: This is an audit that verifies the quantity and condition of the hardware assets in a stockroom. A stockroom is a physical location where hardware assets are stored before they are delivered to the end users or transferred to another stockroom².

A stockroom audit helps to optimize the inventory levels, avoid overstocking or understocking, and identify any discrepancies or issues with the stockroom assets¹.

Location audit: This is an audit that verifies the presence and status of the hardware assets in a specific location, such as an office, a building, or a floor. A location audit helps to ensure that the hardware assets are assigned to the correct owners, locations, and departments, and to identify any missing, unknown, or unauthorized assets¹.

Therefore, the types of inventory audits that are also options in the question are A. Stockroom audit and C: Location audit.

The other options that are not types of inventory audits supported by the HAM application are:

Vendor audit: This is not a type of inventory audit, but a type of vendor management activity. Vendor management is the process of managing the relationships and contracts with the vendors that provide hardware assets and services to the organization³. Vendor audit is an activity that evaluates the performance, quality, and compliance of the vendor based on predefined criteria and metrics³.

Discovery audit: This is not a type of inventory audit, but a type of configuration management activity. Configuration management is the process of maintaining the accuracy and consistency of the operational and relationship information of IT assets and services in the Configuration Management Database (CMDB)⁴. Discovery audit is an activity that compares the actual configuration items (CIs) in the IT environment with the expected CIs in the CMDB and identifies any differences or discrepancies⁴. References:

1: Hardware Asset Inventory Audit

2: Stockrooms

3: Vendor Management

4: Configuration Management

NEW QUESTION # 71

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

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

Answer: A

NEW QUESTION # 72

How do you prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service?

- A. Click the Opt-out button on the hardware model record
- B. Select Opt-out from content service on the Normalization tab of the hardware model record
- C. Click the Exclude button on the hardware model record
- D. Select Exclude from content service on the Normalization tab of the hardware model record

Answer: D

Explanation:

To prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service, you need to select the Exclude from content service check box on the Normalization tab of the hardware model record¹.


The ServiceNow Content Service is a cloud-based service that provides normalized data for hardware and consumable models. It helps you to keep your model data consistent and up to date².

The other options are not valid ways to exclude a hardware model from the content service. There is no Exclude or Opt-out button on the hardware model record. There is also no Opt-out from content service check box on the Normalization tab of the hardware model record. Reference: 1: Work with hardware normalization 2: ServiceNow Content Service

NEW QUESTION # 73

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