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

NEW QUESTION # 68

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

- A. UPC

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

Answer: E

Explanation:

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries. Reference: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

NEW QUESTION # 69

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?

- A. Mapping assist
- B. Transform mappings
- C. Transform normalization
- D. Normalization mappings
- E. Normalization transformation

Answer: D

Explanation:

Normalization mappings are a feature of the Hardware Asset Management (HAM) application that allow you to standardize the manufacturer name, model name, and model number of hardware assets in the Configuration Management Database (CMDB)¹. Normalization mappings are created by matching the values from the discovery source to the values in the Product Catalog². Normalization mappings help you to fully normalize hardware models by ensuring that the asset data is consistent, accurate, and complete³. Reference:

Hardware Normalization

Create normalization mappings

What is Hardware Asset Management?

NEW QUESTION # 70

What plugin helps alleviate inconsistencies in company names?

- A. Extended CMDB
- B. Data Certification
- C. Normalization Data Services
- D. Contract Management

Answer: C

Explanation:

The plugin that helps alleviate inconsistencies in company names is the Normalization Data Services plugin, which is part of the ServiceNow IT Asset Management suite¹.

The Normalization Data Services plugin provides a set of features and capabilities that enable you to standardize and normalize data across various tables and fields in ServiceNow, such as manufacturer names, model names, software names, and company names¹².

The Normalization Data Services plugin uses a combination of rules, dictionaries, and algorithms to identify and correct data inconsistencies, such as spelling errors, abbreviations, synonyms, and duplicates¹².

The Normalization Data Services plugin can help you improve the quality and accuracy of your data, reduce manual efforts and errors, and enhance reporting and analysis¹². References:

1: Normalization Data Services - Product Documentation: San Diego - ServiceNow

2: Normalization Data Services - ServiceNow

NEW QUESTION # 71

What functionality enables you to automatically create asset records from information provided by your vendor while your assets are still in transit?

- A. Advanced Vendor Notification (AVN)
- B. Automatic Shipment Notification (ASN)
- C. Advanced Delivery Notification (ADN)
- **D. Advanced Shipment Notification (ASN)**
- E. Automatic Asset Notification (AAN)

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an advanced shipment notification (ASN) is a document that provides detailed information about a pending delivery. The purpose of an ASN is to notify the customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept delivery. You can use ASNs to automatically create asset records in ServiceNow Hardware Asset Management by importing the data from the ASN document.

NEW QUESTION # 72

With regard to Contract Management notifications, what is the most important contract date to be aware of?

- A. Start date
- B. Extend date
- **C. Expire date**
- D. Renew date

Answer: C

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract¹.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered².

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance³.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. Reference:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

NEW QUESTION # 73

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