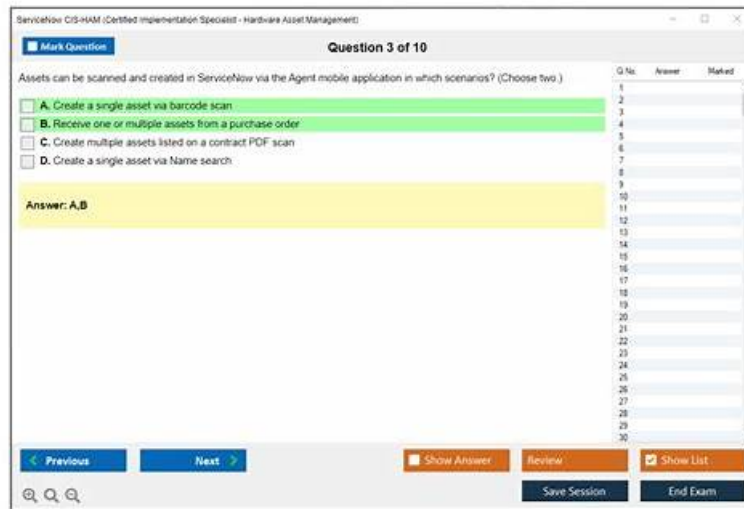


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q130-Q135):

NEW QUESTION # 130

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

- A. Check for the Hardware Assets module in the application navigator
- B. Check for the Asset application in the application navigator
- C. Check for the Hardware Asset Dashboard module in the application navigator
- D. Check for the Hardware Asset Management application in the application navigator

Answer: D

Explanation:

According to the Hardware Asset Management documentation, the Hardware Asset Management (HAM) plugin is a licensable

application that provides advanced workflow, automation, and mobile capabilities to maintain your assets.

To activate the HAM plugin, you need to request it from the HI Customer Service System1.

Once the HAM plugin is activated, you can access the Hardware Asset Management application from the application navigator in the ServiceNow platform2.

The Hardware Asset Management application contains several modules, such as Hardware Assets, Hardware Asset Dashboard, Hardware Normalization, and Asset Lifecycle Automation2.

Therefore, the correct answer is option D, check for the Hardware Asset Management application in the application navigator, as it indicates that the HAM plugin is installed on your instance. References:

Hardware Asset Management documentation

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

NEW QUESTION # 131

Which is NOT considered an asset?

- A. Routers
- B. Buildings
- C. Switches
- **D. Websites**
- E. Software entitlements

Answer: D

NEW QUESTION # 132

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

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

Answer: C

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. References: 1: Work with hardware normalization 2: ServiceNow Content Service

NEW QUESTION # 133

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

- A. Mobile My Assets
- **B. Asset Inventory Audit**
- C. Stockrooms
- D. Mobile Asset Receiving
- **E. Hardware Asset Dashboard**
- **F. Hardware Model Normalization**
- G. Asset & Model Records

Answer: B,E,F

Explanation:

According to the Hardware Asset Management page, the HAM application includes the following features:

Hardware Asset Workspace, Hardware Normalization, Asset Lifecycle Automation, Return Merchandise Authorization, Asset

Reservations, Asset Onboarding and Offboarding, Mobile Asset Receiving, Mobile My Locker, Asset Inventory Audit, and Hardware Asset Dashboard.

Among these features, Mobile Asset Receiving, Hardware Model Normalization, and Hardware Asset Dashboard are the ones that expand the baseline ITSM Asset Management, which only covers Asset & Model Records and Stockrooms.

Mobile Asset Receiving allows users to receive multiple assets against a purchase order using a mobile device, which simplifies the asset receiving process and reduces errors.

Hardware Model Normalization standardizes asset data by manufacturer name, model name, and model number, which improves data quality and accuracy in the CMDB.

Hardware Asset Dashboard provides a comprehensive view of hardware asset data, such as asset counts, costs, compliance, and lifecycle stages, which helps users make informed decisions and optimize asset performance. References:

Hardware Asset Management

What is Hardware Asset Management?

[Hardware Asset Management - ServiceNow Docs]

NEW QUESTION # 134

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

Answer: A

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.

References:

* 1: Hardware Asset Management - ServiceNow

* 2: Asset - Create FSM asset tasks scheduled job

* 3: Hardware Asset Management and Field Service Management integration

NEW QUESTION # 135

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