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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q125-Q130):

NEW QUESTION # 125

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

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

Answer: A

NEW QUESTION # 126

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.

NEW QUESTION # 127

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

Answer: D

Explanation:

* Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models¹

* Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models¹

* Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number²

* The normalized display name is a combination of these three attributes, separated by a hyphen, for example: Dell-Inc.-OptiPlex 70102

* The normalized display name helps to identify and group models with similar properties and reduce

* duplicates and inconsistencies in the model catalog and the Configuration Management Database (CMDB)² References: 1:

Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow

NEW QUESTION # 128

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
- B. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- **C. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.**
- D. The request automatically creates a purchase order to obtain the assets from a vendor.

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to

a user for a specific period of time, such as when their primary asset is being repaired or replaced¹. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need². If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available³. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets.

Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows.

Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

References:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

NEW QUESTION # 129

How does an end user determine what consumables they have consumed?

- A. Navigate to Self-Service > My Consumables
- **B. Navigate to Self-Service > My Assets**
- C. Navigate to Self-Service > My Hardware Asset Dashboard
- D. Navigate to Asset > Hardware Asset Dashboard

Answer: B

NEW QUESTION # 130

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