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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q16-Q21):

NEW QUESTION # 16

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model Normalization Content Service. How do you determine if the content has been downloaded?

- A. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- B. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard

- C. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet
- D. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not

Answer: B

Explanation:

According to the Hardware Asset Management documentation, the Hardware Model Normalization Content Service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.

The Hardware Model Normalization Content Service helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates¹.

The Hardware Model Normalization Content Service updates the content library weekly with new and updated model data¹.

To determine if the content has been downloaded, you can review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard¹.

The Hardware Model Content Service Download section shows the status of the content download, such as the last download date, the number of models downloaded, and the number of models normalized¹.

Therefore, the correct answer is option C, review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard, as it is the way to determine if the content has been downloaded. References: Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 17

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

- A. Scanned and not expected
- B. Expected and not found
- C. New
- D. Scanned
- E. Scanned and expected
- F. Not found

Answer: A,B,C,E

Explanation:

<https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/reference/audit-results.html>

NEW QUESTION # 18

A component is considered an IT asset when you want to: (Choose three.)

- A. Know its relationships to a business service
- B. Manage its maintenance contracts
- C. Track its incurred costs
- D. Manage its procurement
- E. Track its operational information

Answer: B,C,D

Explanation:

A component is considered an IT asset when you want to perform hardware asset management (HAM) activities on it¹.

HAM is a subset of IT asset management (ITAM) that focuses on the physical components of IT systems².

HAM helps you to manage the entire lifecycle of your hardware assets, from planning and acquisition to retirement and disposal¹.

Some of the HAM activities that require a component to be an IT asset are:

Manage its procurement: This involves creating and fulfilling asset requests, purchase orders, and stock order tasks for the component¹.

Track its incurred costs: This involves tracking the financial information of the component, such as cost, depreciation, budget, and chargeback¹.

Manage its maintenance contracts: This involves managing the vendor, warranty, and contract details of the component, as well as the return merchandise authorization (RMA) processes for products to be returned, replaced, or repaired¹.

Therefore, the options that are also HAM activities are A. Manage its procurement, D. Track its incurred costs, and E. Manage its maintenance contracts.

The other options that are not HAM activities are:

Know its relationships to a business service: This involves mapping the component to other components and services in the configuration management database (CMDB)². This is a configuration management (CM) activity, not a HAM activity.

Track its operational information: This involves tracking the current status, location, owner, and other attributes of the component that reflect its operational state². This is also a CM activity, not a HAM activity. References:

1: Hardware Asset Management

2: What is Hardware Asset Management?

NEW QUESTION # 19

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

- A. Manage its license contracts
- B. Track its incurred costs
- C. Track its relationship information
- D. Manage its retirement
- E. Know who is using it

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure¹. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component². Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems³.

The other options are not correct because:

Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component².

Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement².

Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component².

Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component⁴.

Reference:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Configuration Management

ServiceNow Hardware Asset Management: Configuration item (CI)

ServiceNow Hardware Asset Management: Asset and CI fields

NEW QUESTION # 20

When using transform maps to transform imported hardware model data to your desired asset tables, what option do you set to uniquely identify the same asset in order to merge/update records?

- A. Consolidate
- B. Unique target
- C. Unique source
- D. Combine
- E. Coalesce
- F. Unique identifier

Answer: E

Explanation:

Explanation

Transform maps are used to transform imported hardware model data from an import set table to a target table, such as the Product Catalog or the Asset table. Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records. Coalesce means that the field is used as a unique key. If a match is found using the coalesce field, the existing record is updated with the imported information. If no match is found, a new record is inserted. Coalesce helps to prevent duplicate records and ensure data consistency. You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required. The other options, B. Consolidate, C. Unique identifier, D. Unique source, E. Unique target, and F. Combine, are not valid options for setting the unique identification of assets in transform maps. References: 1: Creating New Transform Maps - ServiceNow 2: [Coalesce - ServiceNow]

NEW QUESTION # 21

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Troubleshooting Flow Issues, The basic idea is that data models should CIS-HAM store data that is used together in a single data structure, such as a table in a relational database or a document in a document database.

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