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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q83-Q88):

### NEW QUESTION # 83

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Provide decision support
- B. Provide financial reporting
- C. Improve productivity
- D. Track logical relationships
- E. Improve operational usage
- F. Optimize cost

Answer: A,B,C,F

#### NEW QUESTION # 84

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

- A. Hardware swap order
- B. Hardware bulk stock order
- C. Hardware disposal
- D. Hardware asset order
- E. Hardware retire order
- F. Hardware deployment

**Answer: C,D,F**

Explanation:

\* The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable<sup>1</sup>.

\* The HAM plugin provides the following baseline asset lifecycle automation flows<sup>2</sup>:

\* Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules<sup>2</sup>.

\* Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations<sup>2</sup>.

\* Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts<sup>2</sup>.

\* Therefore, the baseline asset lifecycle automation flows that are also options in the question are A.

Hardware asset order, E. Hardware deployment, and F. Hardware disposal.

\* The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

\* B. Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once<sup>3</sup>.

\* C. Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to swap a hardware asset with another hardware asset of the same model<sup>4</sup>.

\* D. Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. References:

\* 1: Hardware Asset Management

\* 2: Asset Lifecycle Automation Flows

\* 3: Create a Bulk Stock Order

\* 4: Swap a Hardware Asset

\* : Retire a Hardware Asset

#### NEW QUESTION # 85

What are ways to measure trustworthy data? (Choose four.)

- A. Sustainability
- B. Reliability
- C. Plausibility
- D. Credibility
- E. Dependability
- F. Transferability

**Answer: B,C,D,E**

Explanation:

Explanation

Trustworthy data is data that is accurate, complete, consistent, and relevant for the intended purpose. To measure trustworthy data, you can use the following criteria:

Plausibility: Plausibility is the degree to which the data makes sense and is reasonable. Plausible data is free from errors, outliers, and anomalies that could indicate data quality issues or manipulation.

Credibility: Credibility is the degree to which the data is believable and trustworthy. Credible data is sourced from reliable and

authoritative sources, verified by multiple methods, and supported by evidence and documentation.

Dependability: Dependability is the degree to which the data is stable and consistent over time and across different contexts.

Dependable data is not affected by changes in the environment, the system, or the process that generates or collects the data.

Reliability: Reliability is the degree to which the data is reproducible and consistent. Reliable data is obtained by using valid and reliable methods, tools, and techniques, and produces the same results when repeated or replicated.

References: ServiceNow Hardware Asset Management Data Sheet, ServiceNow Hardware Asset Management: Your Path to Efficiency, What is Hardware Asset Management?

### NEW QUESTION # 86

When a hardware asset is retired, what happens to any existing software allocations on that asset?

- A. The software allocations are handled based upon the configuration of the system property `glide.ham.retire_sw()`.
- B. The software allocations are removed from the asset, but not returned to inventory.
- C. The software allocations remain with the hardware asset and need to be reclaimed manually.
- D. The software allocations are automatically returned back into inventory.

**Answer: A**

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the system property `glide.ham.retire_sw()` determines the behavior of software allocations when a hardware asset is retired. The possible values are:

\*Reclaim: The software allocations are automatically returned to inventory and the software installation records are deleted.

\*Retain: The software allocations remain with the hardware asset and need to be reclaimed manually.

\*Remove: The software allocations are removed from the asset, but not returned to inventory.

### NEW QUESTION # 87

For a model to be fully normalized, what must be added to the model record?

- A. Owner
- B. Manufacturer
- C. Version
- D. Model number

**Answer: B**

### NEW QUESTION # 88

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