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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q23-Q28):

NEW QUESTION # 23
What is the purpose of stock rules? (Choose two.)

- A. To send notifications when a stock shipment arrives at a stockroom
- B. To send notifications when a low quantity threshold is detected in a stockroom
- C. To track stock movement between stockrooms
- D. To automatically transfer assets when a low quantity threshold is detected in a stockroom
- E. To track stock orders from a vendor

Answer: C,D

NEW QUESTION # 24
A blind inventory audit is typically initiated via which interface?

- A. Now Mobile app
- B. Now Agent Mobile app
- C. Now Inventory app
- D. Third-party API

Answer: B

Explanation:
* According to the Audit your inventory document, a blind inventory audit is a type of audit that hides the expected asset list from the auditor, so that the auditor has to physically scan each asset in the location and compare it with the actual asset list1.
* A blind inventory audit helps ensure data integrity and accuracy, as it prevents the auditor from
"cheating on the test" by relying on the expected asset list1.
* A blind inventory audit is typically initiated via the Now Agent Mobile app, which is a mobile application that enables users to perform various tasks related to hardware asset management, such as scanning assets, creating audits, and viewing audit results1.
* The Now Agent Mobile app allows users to create an audit on the mobile device, select the location and type of audit, and scan the assets using the device camera or a Bluetooth scanner1.
* Therefore, the correct answer is option C, Now Agent Mobile app, as it is the interface that is typically used to initiate a blind inventory audit. References:
* Audit your inventory
* What is Hardware Asset Management?

NEW QUESTION # 25
Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios?
(Choose two.)

- A. Create a single asset via barcode scan
- B. Receive one or multiple assets from a purchase order
- C. Create a single asset via Name search
- D. Create multiple assets listed on a contract PDF scan

Answer: A,B

Explanation:
The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios123.
One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow1.
Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan the assets and confirm the receipt in ServiceNow1.
The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app123. References:
ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal Hardware Asset Inventory Management - ServiceNow Automation Simplifies Hardware Asset Management - ServiceNow Blog

NEW QUESTION # 26
Which of an organization's assets are managed using stockrooms?

- A. All available stock, consumable or not

- B. Just consumable assets
- C. All hardware and software assets
- D. All disposable assets

Answer: C

NEW QUESTION # 27
Assets can be moved between stockrooms by using:

- A. Stock orders
- B. Transfer orders
- C. Transfer rules
- D. Stock rules

Answer: B

Explanation:
According to the ServiceNow Hardware Asset Management documentation, assets can be moved between stockrooms by using transfer orders. A transfer order is a record that tracks the movement of assets from one stockroom to another. A transfer order can be created manually by the stock manager or automatically by the system based on predefined rules or workflows1. A transfer order contains information such as the source and destination stockrooms, the assets to be transferred, the shipment details, and the status of the transfer2.
The other options are not correct because:
Stock orders are records that track the procurement of assets from vendors, not the movement of assets between stockrooms3.
Stock rules are rules that define the minimum and maximum stock levels for each asset model in a stockroom, not the movement of assets between stockrooms.
Transfer rules are rules that define the conditions and actions for creating transfer orders automatically, not the records that track the movement of assets between stockrooms.
Reference:
ServiceNow Hardware Asset Management: Transfer orders
ServiceNow Hardware Asset Management: Create a transfer order
ServiceNow Hardware Asset Management: Stock orders
[ServiceNow Hardware Asset Management: Stock rules]
[ServiceNow Hardware Asset Management: Transfer rules]

NEW QUESTION # 28
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