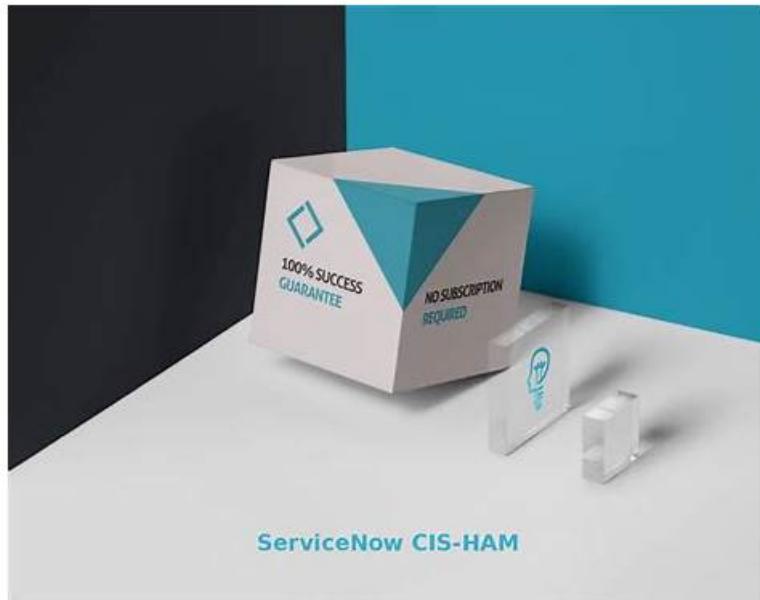


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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q69-Q74):

### NEW QUESTION # 69

What is the purpose of stock rules? (Choose two.)

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

- E. To track stock orders from a vendor

**Answer: A,E**

Explanation:

- \* Stock rules are the rules that define the minimum and maximum quantities of hardware assets in a stockroom1.
- \* Stock rules help to optimize the inventory levels and avoid overstocking or understocking of hardware assets1.
- \* Stock rules have the following purposes:
  - \* To automatically transfer assets when a low quantity threshold is detected in a stockroom: This means that when the quantity of a hardware asset in a stockroom falls below the minimum threshold defined by the stock rule, the system automatically creates a transfer order to replenish the stockroom from another stockroom that has excess quantity of the same asset1.
  - \* To send notifications when a low quantity threshold is detected in a stockroom: This means that when the quantity of a hardware asset in a stockroom falls below the minimum threshold defined by the stock rule, the system sends an email notification to the stockroom manager or other stakeholders to alert them of the low inventory level1.
  - \* Therefore, the purposes of stock rules that are also options in the question are A. To automatically transfer assets when a low quantity threshold is detected in a stockroom and C. To send notifications when a low quantity threshold is detected in a stockroom
- \* The other options that are not purposes of stock rules are:
  - \* To track stock orders from a vendor: This is not a purpose of stock rules, but a function of purchase orders. Purchase orders are the records that capture the details of the vendor contracts for procuring hardware assets2. Purchase orders help to track the status, quantity, and cost of the stock orders from a vendor2.
  - \* To track stock movement between stockrooms: This is not a purpose of stock rules, but a function of transfer orders. Transfer orders are the records that track the movement of hardware assets between stockrooms3. Transfer orders help to track the source, destination, quantity, and status of the stock transfers between stockrooms3.
  - \* To send notifications when a stock shipment arrives at a stockroom: This is not a purpose of stock rules, but a function of stock order tasks. Stock order tasks are the tasks that track the fulfillment of asset requests from stockrooms4. Stock order tasks help to send notifications when a stock shipment arrives at a stockroom and when the assets are received and verified4. References:
    - \* 1: Stock Rules
    - \* 2: Purchase Orders
    - \* 3: Transfer Orders
    - \* 4: Stock Order Tasks

## NEW QUESTION # 70

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. alm\_asset
- B. alm.hardware
- C. No migration is required
- D. cmdb\_model\_category

**Answer: A**

Explanation:

The core table that requires migration when extending ITSM Asset Management with Hardware Asset Management is the alm\_asset table1.

The alm\_asset table stores the records of all the assets in the system, regardless of their type or class1.

When you activate the Hardware Asset Management plugin, a migration script runs that converts the existing asset records in the alm\_asset table to hardware asset records in the alm.hardware table2.

The alm.hardware table is a child table of the alm\_asset table that stores the records of the hardware assets only2.

The migration script also updates the references and relationships of the migrated assets to the new table2.

The migration script runs only once and does not affect the future creation or update of asset records2. Reference:

Asset table - Product Documentation: San Diego - ServiceNow

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

## NEW QUESTION # 71

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Hardware Manufacturer
- B. Hardware Model Library
- C. Device Type

- D. Hardware Normalize Key
- E. Device Name

**Answer: A,B,C**

Explanation:

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn\_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data\_services\_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb\_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb\_ci] table, not a separate table. Reference: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

#### **NEW QUESTION # 72**

When creating a stock rule that replenishes from a vendor, what is a primary requirement for the warehouse stockroom? Choose 2 answers

- A. The stockroom manager must have a valid mobile phone
- B. The stockroom manager must have a valid time zone
- **C. The stockroom must have an assigned manager**
- **D. The stockroom manager must have a valid email address**
- E. The stockroom must have an assignment group

**Answer: C,D**

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a stockroom is a location where assets are stored and managed. A stockroom must have an assigned manager who is responsible for overseeing the stockroom operations and inventory. The stockroom manager must have a valid email address to receive notifications and alerts related to the stockroom, such as low stock levels, stock transfers, and stock orders. The other options are not primary requirements for the warehouse stockroom. The stockroom does not need to have an assignment group, a valid time zone, or a valid mobile phone.

#### **NEW QUESTION # 73**

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. No, it cannot unless the lifecycle stage is EOL
- B. Yes, it can
- C. Yes, it can be deleted or deactivated
- **D. No, it cannot**

**Answer: D**

#### **NEW QUESTION # 74**

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