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# CEH-001

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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q148-Q153):

### NEW QUESTION # 148

When should you retire an IT asset?

- A. At any point it is recommended by the HAM-defined asset policy
- B. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
- C. At any point it is recommended by the HAM-defined asset disposal procedure
- **D. At any point that it is recommended by your company-defined policies and procedures**
- E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life

**Answer: D**

Explanation:

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner<sup>1</sup>.

The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements<sup>1</sup>.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following<sup>1</sup>:

The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss  
The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department  
The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying  
The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor  
The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset  
Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

The other options are not the correct answer because they are either too vague or too specific:

A) At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management<sup>2</sup>. It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

C) At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor<sup>3</sup>. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.

D) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models<sup>4</sup>. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.

E) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. Reference:

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

### NEW QUESTION # 149

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- **A. Regex**
- B. sed/awk
- C. Python
- D. JavaScript

**Answer: A**

Explanation:

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow<sup>12</sup>.

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers<sup>12</sup>.

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent<sup>12</sup>.

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code<sup>12</sup>.

A flow can be activated or deactivated, versioned, and published to make it available for use<sup>12</sup>.

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs<sup>12</sup>. References:

Flow Designer

Service Catalog Request Fulfillment

### NEW QUESTION # 150

Select the three main components of the data certification process. (Choose three.)

- A. Assign the certification tasks
- B. Create the certification schedule
- C. Create the certification filter
- D. Certify the certification
- E. Run the certification

**Answer: A,B,C**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, data certification is a process of validating and correcting the data quality of assets and configuration items (CIs) in the configuration management database (CMDB)<sup>1</sup>. The data certification process consists of the following main components<sup>2</sup>:

Create the certification filter: This component defines the scope and criteria of the data to be certified, such as the asset class, category, or attribute. The certification filter also specifies the frequency and duration of the certification.

Create the certification schedule: This component determines when and how often the certification runs, based on the certification filter. The certification schedule also defines the certification owner, who is responsible for overseeing the certification process and approving the results.

Assign the certification tasks: This component assigns the certification tasks to the appropriate certifiers, who are the users or groups who have the knowledge and authority to validate and update the data. The certification tasks can be assigned manually or automatically, based on predefined rules or workflows.

Run the certification: This component executes the certification process, which involves sending notifications and reminders to the certifiers, displaying the data to be certified in a user-friendly interface, allowing the certifiers to review and modify the data, and tracking the progress and status of the certification tasks.

Certify the certification: This component is not a main component of the data certification process, but rather an optional step that can be performed by the certification owner to verify and approve the results of the certification, before applying the changes to the CMDB.

References:

ServiceNow Hardware Asset Management: Data Certification

ServiceNow Hardware Asset Management: Data justification

### NEW QUESTION # 151

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

- A. Contractual data
- B. Operational data
- C. Logical data
- D. Lifecycle data
- E. Financial data

**Answer: A,C,E**

Explanation:

An asset record is a record that tracks the financial and contractual information of an IT asset, such as its cost, depreciation, budget, vendor, warranty, and contract<sup>1</sup>.

Configuration management is a process that maintains the accuracy and consistency of the operational and relationship information of IT assets and services, such as their current status, location, owner, and dependencies<sup>2</sup>.

An asset record tracks the following data that is NOT part of configuration management:

Contractual data: This includes the vendor, warranty, and contract details of the IT asset, such as the vendor name, contract number, start date, end date, and terms and conditions<sup>1</sup>. This data is not part of configuration management because it is not relevant for the operational state or the dependencies of the IT asset<sup>2</sup>.

Financial data: This includes the cost, depreciation, and budget of the IT asset, such as the purchase price, depreciation method, depreciation schedule, and chargeback<sup>1</sup>. This data is not part of configuration management because it is not relevant for the operational state or the dependencies of the IT asset<sup>2</sup>.

Logical data: This includes the data that is stored or processed by the IT asset, such as the files, applications, databases, and configurations<sup>3</sup>. This data is not part of configuration management because it is not an attribute or a relationship of the IT asset, but rather a function or a content of the IT asset<sup>2</sup>.

Therefore, the data that are also options in the question are B. Contractual data, C. Financial data, and D.

Logical data.

The other options that are data that are part of configuration management are:

Lifecycle data: This includes the history of changes, incidents, problems, and other events that affect the IT asset throughout its lifecycle, such as the creation date, update date, retirement date, and audit results<sup>2</sup>. This data is part of configuration management because it reflects the operational state and the dependencies of the IT asset<sup>2</sup>.

Operational data: This includes the current status, location, owner, and other attributes of the IT asset that reflect its operational state, such as the serial number, model number, IP address, and CPU<sup>2</sup>. This data is part of configuration management because it reflects the operational state and the dependencies of the IT asset<sup>2</sup>. References:

1: Asset Record

2: Configuration Management

3: Logical Data

## NEW QUESTION # 152

When does hardware normalization run by default?

- A. On an hourly basis
- **B. Upon saving**
- C. On a daily basis
- D. Every 12 hours

**Answer: B**

## NEW QUESTION # 153

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