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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q30-Q35):

NEW QUESTION # 30

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are reported as Match Not Found. What are potential causes of this? (Choose three.)

- A. Something on your model form may be badly formatted
- B. The content is not available from the Content Service
- C. Your model form contains a good Model number, but a bad model Name
- D. You have opted out of the Content Service
- E. The content has not been downloaded from the Content Service

Answer: A,C,E

NEW QUESTION # 31

Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

- A. Procurement
- B. Asset estate
- C. Hardware asset overview
- D. Inventory
- E. Asset operations

Answer: C

NEW QUESTION # 32

What are the three types of catalogs in ServiceNow? (Choose three.)

- A. Service Catalog
- B. Vendor Catalog
- C. Asset Catalog
- D. Consumable Catalog
- E. Product Catalog

Answer: A,D,E

Explanation:

Explanation

A product catalog is a list of products that an organization can purchase or lease from vendors¹. It contains information such as product name, model, manufacturer, description, price, and category¹.

A consumable catalog is a list of consumable items that an organization can request or use up, such as toner cartridges, batteries, or paper². It contains information such as consumable name, model, manufacturer, description, quantity, and category².

A service catalog is a list of services that an organization can request or provide, such as IT support, hardware provisioning, or software installation³. It contains information such as service name, description, cost, approval process, and fulfillment process³.

A vendor catalog is not a type of catalog in ServiceNow, but rather a module that allows asset managers to view and manage vendor information, such as name, contact, address, contract, and performance⁴.

An asset catalog is not a type of catalog in ServiceNow, but rather a module that allows asset managers to view and manage asset information, such as asset tag, serial number, model, status, and assignment.

References:

1: ServiceNow Product Documentation: Product Catalog

2: ServiceNow Product Documentation: Consumables

3: ServiceNow Product Documentation: Service Catalog Overview
4: ServiceNow Product Documentation: Vendor Catalog
[5]: ServiceNow Product Documentation: Asset Catalog

NEW QUESTION # 33

You may adjust a contract when it is in which of the following states? (Choose two.)

- A. Active
- B. Renewed
- C. Extended
- D. Expired
- E. Canceled

Answer: D,E

NEW QUESTION # 34

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Normalization Data Services Client (com.glide.data_services_canonicalization.client)
- B. Outbound Tracking (com.glide.outbound_tracking)
- C. Hardware Model Normalization (com.sn_hwnorm)
- D. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)

Answer: A

Explanation:

* The Normalization Data Services Client plugin enables you to use the Normalization Data Services (NDS) to provide consistent, good, clean data for the company names of vendors or manufacturers¹².
* The NDS is a cloud-based service that provides a comprehensive and up-to-date list of canonical company names for vendors and manufacturers, as well as other data such as product categories, models, and versions¹².
* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes¹².
* The NDS integrates with the Hardware Model Normalization plugin, which standardizes the details of your hardware models by comparing them with the data from the Hardware Model Normalization Content Service¹³.
* Therefore, the correct answer is D. Normalization Data Services Client (com.glide.data_services_canonicalization.client), as this is the plugin that offers consistent, good, clean data for the company names of vendors or manufacturers.

References: 1: Normalization Data Services Client - Product Documentation: Tokyo - ServiceNow 2:
Normalization Data Services - ServiceNow 3: Hardware Model Normalization - Product Documentation:
Tokyo - ServiceNow

NEW QUESTION # 35

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