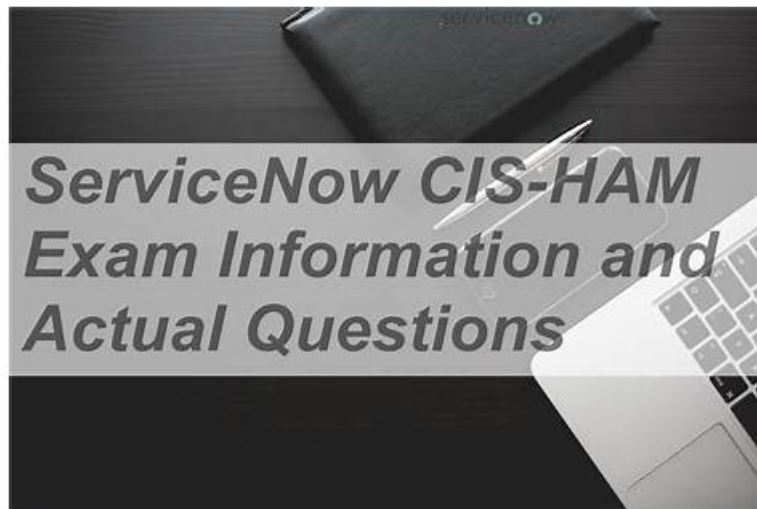


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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q134-Q139):

### NEW QUESTION # 134

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

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

**Answer: C,E**

Explanation:

Stock rules are the rules that define the minimum and maximum quantities of hardware assets in a stockroom<sup>1</sup>.

Stock rules help to optimize the inventory levels and avoid overstocking or understocking of hardware assets<sup>1</sup>.

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 asset<sup>1</sup>.

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 level<sup>1</sup>.

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 assets<sup>2</sup>. Purchase orders help to track the status, quantity, and cost of the stock orders from a vendor<sup>2</sup>.

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 stockrooms<sup>3</sup>. Transfer orders help to track the source, destination, quantity, and status of the stock transfers between stockrooms<sup>3</sup>.

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 stockrooms<sup>4</sup>. Stock order tasks help to send notifications when a stock shipment arrives at a stockroom and when the assets are received and verified<sup>4</sup>. Reference:

1: Stock Rules

2: Purchase Orders

3: Transfer Orders

4: Stock Order Tasks

### NEW QUESTION # 135

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed in a transfer order task on the transfer order
- B. Each asset should be listed in an individual transfer order
- C. Each asset should be listed as a transfer order line on the transfer order
- D. Each asset should be listed as a transfer order line on the transfer order task

**Answer: A**

### NEW QUESTION # 136

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

- A. The software allocations remain with the hardware asset and need to be reclaimed manually.
- B. The behavior is controlled by the configurable system property `glide.ham.retire_sw()`.
- C. The software allocations are automatically returned back into inventory.
- D. The behavior is controlled by the configurable system property `glide.ham.retire_reclaim_sw()`.

- E. The software allocations are removed from the asset, but not returned to inventory.

**Answer: D**

Explanation:

According to the ServiceNow Hardware Asset Management documentation<sup>1</sup>, when a hardware asset is retired, the system property `glide.ham.retire_reclaim_sw()` determines whether the software allocations on that asset are automatically reclaimed or not. If the property is set to true, the software allocations are returned to the inventory. If the property is set to false, the software allocations remain with the hardware asset and need to be reclaimed manually. Reference: 1: Hardware Asset Management - ServiceNow<sup>2</sup>

### NEW QUESTION # 137

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- **B. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.**
- C. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
- D. The request automatically creates a purchase order to obtain the assets from a vendor.

**Answer: B**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced<sup>1</sup>. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need<sup>2</sup>. If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available<sup>3</sup>. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows.

Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

References:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

### NEW QUESTION # 138

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

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

**Answer: B**

Explanation:

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional

or can be derived from the model number. Reference:

Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.

[Hardware Asset Management - Customer Success], which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

## NEW QUESTION # 139

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