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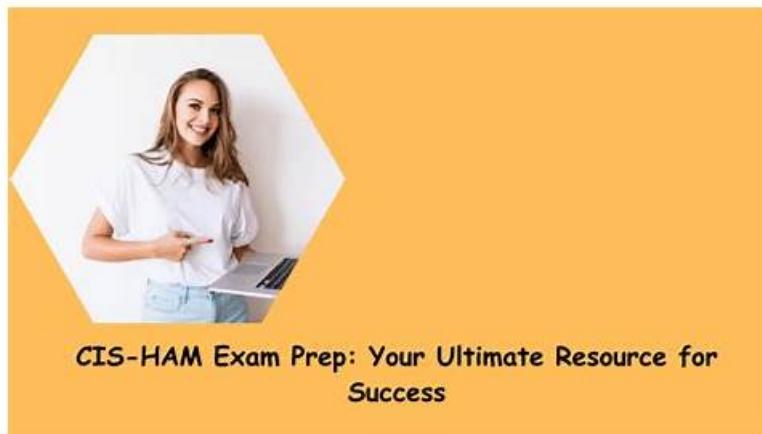
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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q182-Q187):

NEW QUESTION # 182
What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

- A. Quantity > 0
- B. Quantity > stockroom threshold
- C. State is In stock
- D. Substate is Available
- E. Substate is pre-allocated

- F. State is In stock or Pending Delivery

Answer: A,D,F

NEW QUESTION # 183

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

- A. The model name is missing from the hardware model record.
- B. The model number is missing from the hardware model record.
- C. The model manufacturer is missing from the hardware model record.
- D. The model product is missing from the hardware model record.

Answer: D

NEW QUESTION # 184

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

Answer: C

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 manner1.
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 requirements1.
The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following1:
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 management2. 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 vendor3. 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 models4. 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. References:
1: Hardware Asset Retirement
2: Hardware Asset Policy
3: Hardware Asset Disposal
4: Hardware Content Service Lifecycle

NEW QUESTION # 185
What is the focus of asset management?

- A. Financial tracking of an organization's property
- B. Building of the organization's property
- C. Financial tracking of the organization's network
- D. Building the elements that create the organization's network

Answer: A

Explanation:
According to the ServiceNow Hardware Asset Management documentation, asset management is the practice of managing the lifecycle and optimization of physical assets to meet the needs and goals of an organization. Asset management involves the balancing of costs, opportunities and risks against the desired performance of assets to achieve an organization's objectives. The other options are not the focus of asset management.

NEW QUESTION # 186
What are the key steps for importing asset data? (Choose three.)

- A. Consolidate data
- B. Merge transform maps
- C. Load data
- D. Update transform map
- E. Run transform map
- F. Create transform map

Answer: A,B,D

NEW QUESTION # 187
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