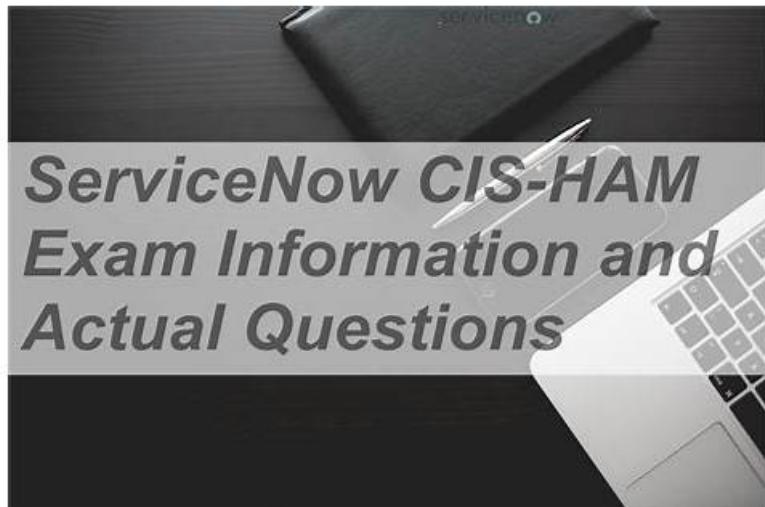


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q65-Q70):

NEW QUESTION # 65

What happens to the associated assets when you cancel a transfer order line on a transfer order?

- A. All assets on the transfer order are released and they can be attached to another transfer order
- B. The asset(s) on the order line are released, but their state remains Pre-allocated
- C. All assets on the transfer order are released, but their state remains Pre-allocated
- D. The asset(s) on the order line are released and they can be attached to another transfer order
- E. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment

Answer: D

Explanation:

A transfer order is a document that records the movement of assets from one location to another.

A transfer order line is a record that specifies the quantity and type of assets to be transferred¹.

When you cancel a transfer order line, the associated assets are released from the transfer order and their state changes from Pre-allocated to Available¹.

The released assets can then be attached to another transfer order or used for other purposes¹. References:

Transfer orders - Product Documentation: Rome - ServiceNow

NEW QUESTION # 66

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 1 week before
- B. 10 days before
- C. 60 days before
- D. 30 days before
- E. Day of expiration
- F. 90 days before

Answer: C,D,E,F

Explanation:

According to the ServiceNow Hardware Asset Management overview document¹, the lease contract expiration flow sends notifications to the contract administrator before a lease contract expires and helps them act on the leased assets to return the asset or extend the contract.

According to the ServiceNow Elite blog post on contract management², when the contract.expiration event runs on the Contract [ast.contract] table each night, an email message is sent to the person identified as the contract administrator at the following times: 90 days ahead of the contract expiration date

60 days ahead of the contract expiration date

30 days ahead of the contract expiration date

Day of expiration

Therefore, the correct answer is C, D, E, and F.

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Contract and renewal management - ServiceNow

3: Contract Management - ServiceNow Elite

4: Email notification condition for contract expiration - ServiceNow

NEW QUESTION # 67

What is included in the total cost of ownership? (Choose two.)

- A. Operational expense
- B. Original cost
- C. Delivery cost
- D. Depreciation expense

Answer: C,D

NEW QUESTION # 68

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. A normalization rule for the hardware model does not exist in the Content Service
- B. Your hardware model form contains a good model number, but a badly formatted model name
- C. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- D. You have opted out of the ServiceNow Content Service
- E. The hardware model content has not yet been downloaded from the Content Service

Answer: A,C,E

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models¹. Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models¹. Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number². The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized³. Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models³. The potential causes of this are³⁴:

The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.

Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.

A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom-made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.

NEW QUESTION # 69

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

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

Answer: B

NEW QUESTION # 70

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