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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q121-Q126):

### NEW QUESTION # 121

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

- A. Hardware swap order
- B. Hardware retire order
- C. Hardware bulk stock order
- D. Hardware deployment
- E. Hardware disposal
- F. Hardware asset order

**Answer: D,E,F**

Explanation:

The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable<sup>1</sup>.

The HAM plugin provides the following baseline asset lifecycle automation flows<sup>2</sup>:

Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules<sup>2</sup>.

Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations<sup>2</sup>.

Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts<sup>2</sup>.

Therefore, the baseline asset lifecycle automation flows that are also options in the question are A. Hardware asset order, E. Hardware deployment, and F. Hardware disposal.

The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

B) Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once<sup>3</sup>.

C) Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to swap a hardware asset with another hardware asset of the same model<sup>4</sup>.

D) Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. Reference:

1: Hardware Asset Management

2: Asset Lifecycle Automation Flows

3: Create a Bulk Stock Order

4: Swap a Hardware Asset

5: Retire a Hardware Asset

#### NEW QUESTION # 122

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

- A. Name, Asset tracking unit, Model number
- B. Name, Manufacturer, Model number
- C. Asset tracking unit, Manufacturer, Model number
- D. Asset tracking unit, Manufacturer, Model category
- E. Name, Manufacturer, Model category

**Answer: E**

#### NEW QUESTION # 123

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

- A. CPU
- B. Operating system
- C. IP address
- D. Cost
- E. Memory

**Answer: B**

Explanation:

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)<sup>1</sup>.

A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies<sup>1</sup>.

A hardware asset is a physical component of an IT system, such as a laptop, server, or router<sup>2</sup>.

A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty<sup>2</sup>.

Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory<sup>1</sup>. These attributes

reflect the operational state of the hardware asset and are relevant for configuration management purposes<sup>1</sup>.

However, some hardware asset attributes are not part of the CI, such as cost<sup>2</sup>. Cost is a financial information of the hardware asset that is tracked by the Asset Management application<sup>2</sup>. Cost is not relevant for configuration management purposes and is not stored in the CMDB<sup>2</sup>.

Therefore, the hardware asset attribute that should be tracked that is not part of the CI is C. Cost. References:

1: Configuration Item

2: Hardware Asset Management

#### NEW QUESTION # 124

With regard to Contract Management notifications, what is the most important contract date to be aware of?

- A. **Expire date**
- B. Renew date
- C. Start date
- D. Extend date

**Answer: A**

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract<sup>1</sup>.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered<sup>2</sup>.

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance<sup>3</sup>.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. References:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

#### NEW QUESTION # 125

Which catalogs support the request and procurement process? (Choose three.)

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

**Answer: B,C,D**

#### NEW QUESTION # 126

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