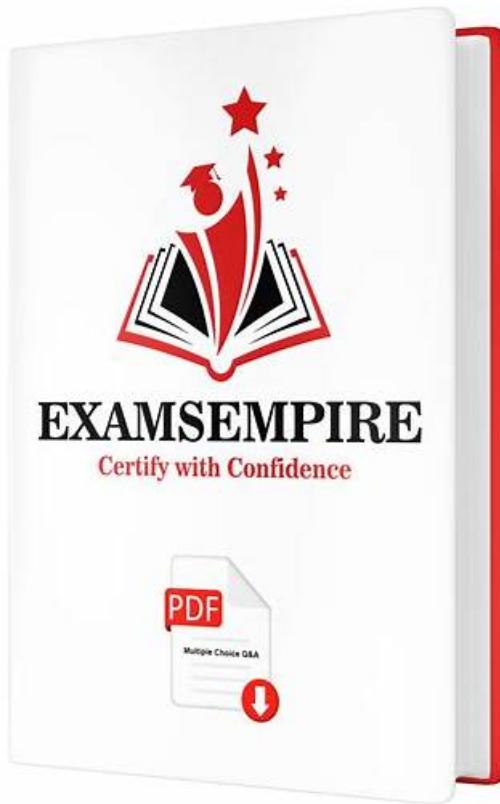


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q185-Q190):

NEW QUESTION # 185

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?

*Assigned to
*Model
*Model category
*State
*Stockroom
*Substate

- A. The stock manager must create a separate model record if the cost per item is more/less
- B. The data is automatically created in a new record if the cost per item is more/less
- **C. The data is automatically merged to create a blended quantity and cost**
- D. The stock manager must merge the consumable records to create a blended quantity and cost

Answer: C

NEW QUESTION # 186

Which tier of the capability blueprint focuses on achieving best-in-class?

- A. Trustworthy data
- **B. Strategic conformance**
- C. Practical management
- D. Operational integration

Answer: B

Explanation:

The capability blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity.

The capability blueprint consists of five tiers, each representing a different level of capability and value.

The five tiers are:

Trustworthy data: The foundation of hardware asset management, ensuring data accuracy, completeness, and consistency.

Practical management: The basic level of hardware asset management, enabling visibility, control, and compliance of hardware assets.

Operational integration: The intermediate level of hardware asset management, enhancing efficiency, effectiveness, and collaboration of hardware asset processes.

Strategic conformance: The advanced level of hardware asset management, achieving best-in-class performance, optimization, and alignment of hardware assets with business goals.

Business transformation: The ultimate level of hardware asset management, enabling innovation, agility, and competitive advantage through hardware asset management.

The tier that focuses on achieving best-in-class is the strategic conformance tier, which aims to optimize the cost, quality, and value of hardware assets, as well as align them with the business strategy and objectives. Reference:

Hardware Asset Management Capability Blueprint

Hardware Asset Management Maturity Model

NEW QUESTION # 187

From where can you publish catalog items? (Choose two.)

- A. From a vendor item
- B. From a model
- C. From a user record
- D. From the model category
- E. From an asset record

Answer: B,D

Explanation:

Explanation

A catalog item is a record that defines an item that users can order from the service catalog or the product catalog¹². It contains information such as name, description, price, availability, and workflow¹².

A model category is a classification of models that defines how they are managed in the system³. It determines the behavior and attributes of the models and the assets or configuration items (Clis) that are created from them³.

A model is a record that defines the attributes and characteristics of a product or service, such as manufacturer, model number, device type, and category³⁴.

You can publish catalog items from the model category or the model, depending on the type of catalog item you want to create¹².

To publish a service catalog item, which is an item that users can request from the service catalog, such as IT support, hardware provisioning, or software installation, you can use the modelcategory¹². You can navigate to Service Catalog > Catalog Definition > Maintain Categories and select a model category that has the Service Catalog check box selected¹². Then you can click the Publish Catalog Item related link and fill in the catalog item form¹².

To publish a product catalog item, which is an item that users can order from the product catalog, such as hardware, software, or consumable products, you can use the model. You can navigate to Product Catalog > Product Model and select a model that you want to publish as a catalog item. Then you can click the Publish Catalog Item related link and fill in the catalog item form.

The other options are not valid sources from where you can publish catalog items. You cannot publish catalog items from an asset record, a user record, or a vendor item.

References:

- 1: ServiceNow Product Documentation: Catalog Item
- 2: ServiceNow Product Documentation: Service Catalog Overview
- 3: ServiceNow Product Documentation: Model Category
- 4: ServiceNow Product Documentation: Product Model
- [5]: ServiceNow Product Documentation: Product Catalog

NEW QUESTION # 188

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

- A. Create multiple assets listed on a contract PDF scan
- B. Create a single asset via Name search
- C. Receive one or multiple assets from a purchase order
- D. Create a single asset via barcode scan

Answer: C,D

Explanation:

* The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios¹²³.

* One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow¹.

* Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan the assets and confirm the receipt in ServiceNow¹.

* The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app¹²³. References:

* ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal

* Hardware Asset Inventory Management - ServiceNow

* Automation Simplifies Hardware Asset Management - ServiceNow Blog

NEW QUESTION # 189

Which view within the Hardware Asset Management Workspace enables Asset Managers to work on features such as RMA request lines, asset audits, disposal orders, and stock orders?

- A. Inventory
- B. Asset operations
- C. Asset estate
- D. Model management

Answer: B

Explanation:

The Asset Operations view consolidates tasks such as RMAs, audits, disposals, and stock orders into a single workspace, enabling managers to streamline operations efficiently.

Reference: Hardware Asset Management Workspace Overview (ServiceNow HAM guide).

NEW QUESTION # 190

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