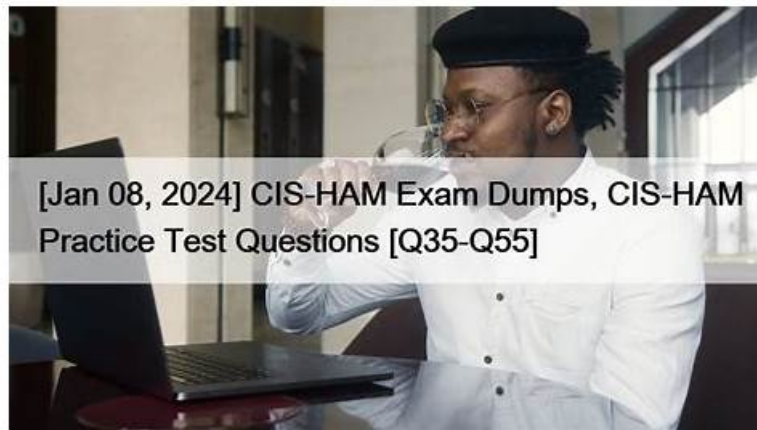


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q128-Q133):

NEW QUESTION # 128

What is tracked throughout the life of an asset? (Choose three.)

- A. Financial data
- B. Contractual data
- C. Lifecycle data
- D. Configuration data
- E. Hardware data

Answer: A,B,C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"¹. Throughout the life of an asset, the following data are tracked²:

Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.

Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.

Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.

The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process³. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode⁴. Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Hardware Normalization

NEW QUESTION # 129

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

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

Answer: B

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract¹.

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 covered².

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance³. 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 # 130

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- A. JavaScript
- B. sed/awk
- **C. Regex**
- D. Python

Answer: C

Explanation:

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow¹².

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers¹².

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent¹².

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code¹².

A flow can be activated or deactivated, versioned, and published to make it available for use¹².

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs¹². References:

Flow Designer

NEW QUESTION # 131

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

- A. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
- B. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
- **C. You expected 10 assets in your inventory and scanned these 10 assets during your audit.**
- D. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

Answer: C

Explanation:

* According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization.

* The asset audit results show the status of each scanned asset, such as "Scanned and expected", "Scanned and not expected", "Expected and not scanned", or "Not expected and not scanned".

* The status of "Scanned and expected" means that the asset was both expected to be in the inventory and scanned during the audit, indicating a match between the physical and the logical inventory.

* Therefore, if you receive the result of 10 "Scanned and expected" assets, it means that you expected 10 assets in your inventory and scanned these 10 assets during your audit, as stated in option B. References:

* Hardware Asset Management documentation

* What is Hardware Asset Management?

NEW QUESTION # 132

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

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

Answer: B,D

Explanation:

Explanation

The total cost of ownership (TCO) is a financial estimate that measures the direct and indirect costs of owning and operating an asset over its entire lifecycle. The TCO includes the following components:

Original cost: This is the initial purchase price of the asset, which may include taxes, fees, shipping, and installation costs. The original cost is also known as the acquisition cost or the capital expense.

Operational expense: This is the ongoing cost of maintaining and using the asset throughout its lifecycle, which may include repair, upgrade, maintenance, support, energy, consumables, and disposal costs. The operational expense is also known as the operating expense or the opex.

Depreciation expense: This is the reduction in the value of the asset over time due to wear and tear, obsolescence, or market changes. The depreciation expense is also known as the depreciation cost or the depreciation charge.

Delivery cost: This is the cost of transporting the asset from the supplier to the buyer, which may include freight, insurance, customs, and handling fees. The delivery cost is also known as the shipping cost or the transportation cost.

The TCO can be calculated by adding the original cost, the operational expense, and the depreciation expense, and subtracting the delivery cost. Alternatively, the TCO can be calculated by multiplying the annual cost of ownership by the expected lifespan of the asset.

References:

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the ability to track the total cost of ownership of assets.

Hardware Asset Management - Customer Success - ServiceNow, 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.

[Total Cost of Ownership (TCO) - Investopedia], which explains the concept and calculation of the total cost of ownership, and

why it is important for business decision making.

NEW QUESTION # 133

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