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ServiceNow CIS-HAM Certified Implementation Specialist - Hardware Asset Management 1



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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q33-Q38):

NEW QUESTION # 33

What are the key steps for importing asset data? (Choose three.)

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

Answer: C,E,F

NEW QUESTION # 34

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

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

Answer: E

Explanation:

- * A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)¹.
- * A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies¹.
- * A hardware asset is a physical component of an IT system, such as a laptop, server, or router².
- * A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty².
- * Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory¹. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes¹.
- * However, some hardware asset attributes are not part of the CI, such as cost². Cost is a financial information of the hardware asset that is tracked by the Asset Management application². Cost is not relevant for configuration management purposes and is not stored in the CMDB².
- * 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 # 35

When should you retire an IT asset?

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

Answer: B

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. Reference:

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

NEW QUESTION # 36

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

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

Answer: A

Explanation:

Explanation

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional or can be derived from the model number. References:

Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.

[Hardware Asset Management - Customer Success], 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.

NEW QUESTION # 37

What is the global standard for product recognition used during hardware model normalization?

- Answer: B**

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries. Reference: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

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