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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q176-Q181):

NEW QUESTION # 176
A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record?
(Choose three.)

- A. Software allocations
- B. Maintenance contracts
- C. Depreciation values
- D. Disposal information
- E. Related CI record

Answer: A,D,E

Explanation:
Explanation
According to the ServiceNow Hardware Asset Management documentation, a swap/replace asset task is a type of asset task that is used to replace a faulty or damaged asset with a new or refurbished one1. When an incident is resolved by swapping or replacing an asset, the Incident Management application triggers a swap/replace asset task and assigns it to the asset manager2. When the asset manager completes the task, the following fields are automatically updated in the associated asset record3:
Software allocations: The software allocations of the old asset are transferred to the new asset, and the old asset is marked as unallocated.
Related CI record: The related configuration item (CI) record of the old asset is updated with the new asset information, and the old asset is marked as retired.
Disposal information: The disposal information of the old asset is updated with the reason, date, and method of disposal.
The other options, maintenance contracts and depreciation values, are not automatically updated in the associated asset record when a swap/replace asset task is triggered. Maintenance contracts are not affected by the swap/replace operation, as they are linked to the asset model, not the individual asset4. Depreciation values are not updated automatically, as they are calculated based on the asset cost, depreciation method, and depreciation schedule5. References:
ServiceNow Hardware Asset Management: Asset tasks
ServiceNow Hardware Asset Management: Swap/replace asset task
ServiceNow Hardware Asset Management: Swap/replace asset task workflow
ServiceNow Hardware Asset Management: Contract and renewal management
ServiceNow Hardware Asset Management: Depreciation

NEW QUESTION # 177
Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

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

Answer: 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 normalized display name is a combination of these three attributes, separated by a hyphen, for example:
Dell-Inc.-OptiPlex 70102
The normalized display name helps to identify and group models with similar properties and reduce duplicates and inconsistencies in the model catalog and the Configuration Management Database (CMDB)2 s: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow

NEW QUESTION # 178
What is the process of restructuring data to maintain consistency?

- A. Discovery
- B. Service Mapping
- C. Integration
- D. Normalization

Answer: A

NEW QUESTION # 179

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

- A. Certificate of discharge
- B. Certificate of retirement
- C. Certificate of destruction
- D. Certificate of decommission
- E. Certificate of disposal

Answer: E

Explanation:
When disposing of an IT asset through a vendor, the asset manager should attach a certificate of destruction to the retired asset's record1.
A certificate of destruction is a document that verifies that the asset has been destroyed in a secure and compliant manner by the vendor1.
A certificate of destruction should include information such as the asset tag, serial number, model, manufacturer, date of destruction, method of destruction, and signature of the authorized person1.
A certificate of destruction helps the asset manager to ensure that the asset is no longer in use, that the data on the asset is erased, and that the asset is disposed of in accordance with environmental, regulatory, and legal requirements1. Reference:
1: Hardware Asset Disposal

NEW QUESTION # 180

What critical information should be tracked for your contracts? (Choose two.)

- A. Who purchased the assets
- B. What assets each contract covers
- C. What needs to be cancelled
- D. What each contract costs

Answer: B,D

Explanation:
According to the ServiceNow Hardware Asset Management overview document1, contracts are records that define the terms and conditions for the acquisition, maintenance, or disposal of assets1. They can include information such as vendor, start date, end date, cost, and renewal options1.
According to the ServiceNow Data Sheet on Contract and Renewal Management2, some of the critical information that should be tracked for contracts are2:
What each contract costs: This information helps users to monitor and optimize the total cost of ownership (TCO) of their assets, as well as to plan and budget for future contract renewals or negotiations2.
What assets each contract covers: This information helps users to identify and manage the assets that are under contract, such as software licenses, hardware devices, or enterprise assets2. It also helps users to align their asset investments to their business outcomes and avoid penalties or service disruptions2.
The other options are not critical information that should be tracked for contracts. Who purchased the assets and what needs to be cancelled are not relevant to the contract management process, as they do not affect the contract terms, conditions, or performance2.
Reference:
1: Hardware Asset Management overview - ServiceNow - Now Support
2: Contract and renewal management - ServiceNow

NEW QUESTION # 181

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