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1 / 3

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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q36-Q41):

### NEW QUESTION # 36

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Configuration
- B. Correctness
- C. Completeness
- D. Compliance
- E. Conciseness
- F. Conformity

**Answer: B,C,D**

Explanation:

Explanation

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy<sup>12</sup>.

Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated<sup>12</sup>.

Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates<sup>12</sup>.

Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules<sup>12</sup>.

Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs<sup>12</sup>.

The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness<sup>12</sup>. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs<sup>12</sup>.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on<sup>12</sup>.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status<sup>3</sup>.

Conciseness is the quality of being clear and brief, without unnecessary words or details<sup>4</sup>.

Conformity is the quality of being consistent with a set of rules, standards, or expectations<sup>5</sup>.

References: 1: How do I use the CMDB health dashboard? 2: CMDB Health Dashboard Score Card Explained. 3: Configuration management 4: Conciseness 5: Conformity

### NEW QUESTION # 37

Which is NOT considered an asset?

- A. Routers
- B. Switches
- C. Software entitlements
- D. Buildings
- E. Websites

**Answer: E**

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a hardware asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"<sup>11</sup>.

Websites are not tangible or physical assets, but rather digital or virtual assets that are hosted on servers or other hardware devices. Therefore, websites are not considered hardware assets by ServiceNow. The other options, switches, routers, buildings, and

software entitlements, are all examples of hardware assets or related items that can be managed by ServiceNow Hardware Asset Management. References:

- \* What is Hardware Asset Management?

### NEW QUESTION # 38

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. No migration is required
- B. cmdb\_model\_category
- **C. alm\_asset**
- D. alm.hardware

**Answer: C**

Explanation:

The core table that requires migration when extending ITSM Asset Management with Hardware Asset Management is the alm\_asset table1.

The alm\_asset table stores the records of all the assets in the system, regardless of their type or class1.

When you activate the Hardware Asset Management plugin, a migration script runs that converts the existing asset records in the alm\_asset table to hardware asset records in the alm.hardware table2.

The alm.hardware table is a child table of the alm\_asset table that stores the records of the hardware assets only2.

The migration script also updates the references and relationships of the migrated assets to the new table2.

The migration script runs only once and does not affect the future creation or update of asset records2. Reference:

Asset table - Product Documentation: San Diego - ServiceNow

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

### NEW QUESTION # 39

Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

- A. Procurement
- B. Inventory
- C. Asset operations
- D. Asset estate
- **E. Hardware asset overview**

**Answer: E**

### NEW QUESTION # 40

For advanced risk assessment, risk response can be handled in the following ways:

(Choose two.)

- **A. Must create at least one risk response task**
- B. Must create a mitigation response task
- C. Skipped entirely based on attributes defined in the RAM
- **D. Create multiple risk response tasks Most Voted**

**Answer: A,D**

Explanation:

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)1. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework2. The advanced risk assessment process consists of the following steps1:

Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process

and approving the results.

Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.

Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.

Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.

Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party<sup>3</sup>. Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system<sup>3</sup>.

The other options are not correct because:

Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope<sup>1</sup>. The RAM does not determine whether to skip the risk response or not.

Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept<sup>3</sup>.

Reference:

ServiceNow Hardware Asset Management: Advanced Risk Assessment

ServiceNow Hardware Asset Management: Risk response tasks

ServiceNow Hardware Asset Management: ServiceNow Risk Management

## NEW QUESTION # 41

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