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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q107-Q112):

NEW QUESTION # 107

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

- A. Check for the Hardware Asset Dashboard module in the application navigator
- **B. Check for the Asset application in the application navigator**
- C. Check for the Hardware Asset Management application in the application navigator
- D. Check for the Hardware Assets module in the application navigator

Answer: B

NEW QUESTION # 108

What are model records?

- **A. Models are specific versions or various configurations of an asset**
- B. Models directly associate configuration item (CI) classes with asset classes
- C. Models are any computer, device, software or service in the CMDB
- D. Models are anything capable of being owned or controlled to produce economic value

Answer: A

Explanation:

Explanation

Model records are used to define the common attributes and characteristics of hardware assets, such as manufacturer, model number, device type, category, cost, etc.1 Model records help to standardize the hardware assets and simplify the asset management process by grouping assets with similar properties1 Model records are created and managed from the Product Catalog module under the Hardware Asset Management application2 Model records are not the same as configuration items (CIs), which are any computer, device, software, or service in the Configuration Management Database (CMDB)3 Model records do not directly associate CI classes with asset classes, although they can be linked to CI classes through the Class field4 Model records are not anything capable of being owned or controlled to produce economic value, which is a general definition of an asset References: 1: Model records - ServiceNow 2: Product Catalog - ServiceNow 3: Configuration Management Database - ServiceNow 4: Create a model record - ServiceNow : [Asset Management - ServiceNow]

NEW QUESTION # 109

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

Answer: A,B,C

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 # 110

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

- A. Discard
- B. Install
- C. Order
- D. Request
- E. Procure
- F. Receive

Answer: B,C,F

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life¹. The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools¹.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format¹.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire¹.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive².

Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records².

Install: This is the stage where an asset is physically installed or configured in a location. The install stage involves scanning asset tags, updating asset status, and assigning asset owners².

Receive: This is the stage where an asset is received and verified by the organization. The receive stage involves checking the asset condition, validating the asset information, and updating the asset inventory². References:

1: What is the IT Asset Lifecycle? - ServiceNow

2: ITAM Lifecycle Management: How does it all work?

NEW QUESTION # 111

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.
- B. The request automatically creates a purchase order to obtain the assets from a vendor.
- C. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- D. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.

Answer: A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced¹. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need². If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available³. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows. Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

Reference:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

NEW QUESTION # 112

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