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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q19-Q24):

NEW QUESTION # 19

When should you retire an IT asset?

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

Answer: D

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. References:

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

NEW QUESTION # 20

A component is considered an IT asset when you want to: (Choose three.)

- A. Track its operational information
- **B. Manage its procurement**
- **C. Track its incurred costs**
- **D. Manage its maintenance contracts**
- E. Know its relationships to a business service

Answer: B,C,D

NEW QUESTION # 21

What are the four tiers of Capability Blueprint?

- A. Trustworthy Data, Practical Management, Operational Integration, Strategic Conformance
- B. Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance
- C. Trustworthy Data, Practical Management, Process Integration, Business Alignment

- **D. Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment**

Answer: D

Explanation:

Explanation

The Capability Blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity. It consists of four tiers that represent the key capabilities and outcomes of effective hardware asset management:

Trustworthy Data: This is the foundation of hardware asset management, which ensures that the data about the assets is accurate, complete, consistent, and normalized. It involves discovering, importing, reconciling, and validating the asset data from multiple sources, and maintaining a clean and central system of record in the CMDB.

Lifecycle Management: This is the core of hardware asset management, which covers the end-to-end processes and tasks for managing the assets throughout their lifecycle stages, from request to retire. It involves automating the workflows for asset fulfillment, deployment, monitoring, maintenance, and disposal, and optimizing the asset utilization and performance.

Operational Integration: This is the extension of hardware asset management, which connects the asset data and processes with other IT and business functions, such as service management, financial management, security management, and vendor management. It involves aligning the asset management objectives and policies with the organizational goals and standards, and enhancing the service delivery and customer satisfaction.

Business Alignment: This is the elevation of hardware asset management, which leverages the asset data and processes to support strategic decision making and business outcomes, such as cost reduction, risk mitigation, compliance improvement, and value creation. It involves analyzing the asset data and trends, reporting the asset performance and value, and planning the asset refresh and innovation.

References:

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.

Hardware Asset Management - ServiceNow, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the Capability Blueprint framework.

NEW QUESTION # 22

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

- **A. Hardware Model Normalization**
- B. Asset & Model Records
- **C. Hardware Asset Dashboard**
- D. Stockrooms
- **E. Mobile Asset Receiving**
- F. Asset Inventory Audit
- G. Mobile My Assets

Answer: A,C,E

Explanation:

According to the Hardware Asset Management page, the HAM application includes the following features: Hardware Asset Workspace, Hardware Normalization, Asset Lifecycle Automation, Return Merchandise Authorization, Asset Reservations, Asset Onboarding and Offboarding, Mobile Asset Receiving, Mobile My Locker, Asset Inventory Audit, and Hardware Asset Dashboard.

Among these features, Mobile Asset Receiving, Hardware Model Normalization, and Hardware Asset Dashboard are the ones that expand the baseline ITSM Asset Management, which only covers Asset & Model Records and Stockrooms.

Mobile Asset Receiving allows users to receive multiple assets against a purchase order using a mobile device, which simplifies the asset receiving process and reduces errors.

Hardware Model Normalization standardizes asset data by manufacturer name, model name, and model number, which improves data quality and accuracy in the CMDB.

Hardware Asset Dashboard provides a comprehensive view of hardware asset data, such as asset counts, costs, compliance, and lifecycle stages, which helps users make informed decisions and optimize asset performance. References:

Hardware Asset Management

What is Hardware Asset Management?
[Hardware Asset Management - ServiceNow Docs]

NEW QUESTION # 23

What are types of assets? (Choose four.)

- A. Model
- B. Software entitlement
- C. Consumable
- D. Stockroom
- E. Facility
- F. Hardware

Answer: A,B,C,F

Explanation:

An asset is a record that represents any tangible or intangible object that is tracked by the organization¹². There are different types of assets, depending on their nature, usage, and lifecycle¹².

The types of assets are¹²:

Model: A model is a record that defines the common attributes and specifications of a group of assets, such as manufacturer, product, category, and device type¹². For example, Dell Latitude E7450 is a model of a laptop.

Software entitlement: A software entitlement is a record that defines the rights and obligations of using a software product, such as license type, quantity, expiration date, and cost¹³. For example, Microsoft Office 365 is a software entitlement that grants access to various

NEW QUESTION # 24

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