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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q94-Q99):

NEW QUESTION # 94
To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

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

Answer: D

Explanation:

Explanation

To perform hardware model normalization, you need to use the Hardware Model Normalization Content Service, which is a data service that provides standardized information about hardware models from various manufacturers. You can access this service from the Hardware Model Normalization module under Asset Management. To set the normalized display name for a hardware model, you need to use the following three fields from the hardware model record:

Name: This is the name of the hardware model as it appears in the model catalog or the CMDB. For example, "iPhone 12 Pro".

Manufacturer: This is the name of the manufacturer of the hardware model. For example, "Apple".

Model number: This is the unique identifier of the hardware model assigned by the manufacturer. For example, "A2341".

The normalized display name is a combination of these three fields, separated by commas. For example, "iPhone 12 Pro, Apple, A2341". The normalized display name helps you to easily identify and compare hardware models across different sources and platforms. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

NEW QUESTION # 95

When activating Hardware Asset Management (HAM) in an instance already running Field Service Management (FSM), how do you configure asset tasks for existing incident, change, and work order flows?

- A. No configuration is required: asset tasks automatically activate behind the scenes
- B. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs
- C. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
- D. Activate HAM and then re-run the scheduled FSM jobs

Answer: A

Explanation:

* To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions1.

* To run the scheduled job "Asset - Create FSM asset tasks", navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically2.

* The scheduled job will create asset tasks for existing incidents, changes, and work orders that have assets associated with them. The asset tasks will be linked to the parent records and will have the same state and assignment group as the parent records2.

* The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes3.

References:

* 1: Hardware Asset Management - ServiceNow

* 2: Asset - Create FSM asset tasks scheduled job

* 3: Hardware Asset Management and Field Service Management integration

NEW QUESTION # 96

Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

- A. Mobile App
- B. Mobile Agent App
- C. Mobile ITAM App
- D. Mobile Asset App

Answer: C

NEW QUESTION # 97

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

- A. Asset pack
- B. Project pack
- C. Now Create pack
- D. Success pack
- E. Methodology pack

Answer: D

Explanation:
Explanation
Now Create is a solution that provides step-by-step delivery guidance based on real-world experiences and proven leading practices, to perform digital transformations using ServiceNow products12.
A success pack is a collection of processes and assets that, when executed by qualified ServiceNow practitioners, will deliver successful outcomes for your project13.
A process is a set of tasks that guides you through the implementation or upgrade of a ServiceNow product or feature1.
An asset is an input to the methodology and can be product specific leading practice detailed instructions related to the success pack or other product agnostic project templates and accelerators1.
A success pack can be exported into ServiceNow SPM (and other project execution tools) to accelerate project start-up and provide easy links back to Now Create throughout the project execution1.
The other options are not correct terms used in Now Create. There is no such thing as a Now Create pack, a project pack, a methodology pack, or an asset pack.
References:
1: ServiceNow Create - Now Create
2: Project Methodology - Customer Success - ServiceNow
3: Now Create: Faster implementations, better outcomes - ServiceNow

NEW QUESTION # 98

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

- A. Not found
- B. Expected and not found
- C. Scanned and expected
- D. New
- E. Scanned and not expected
- F. Scanned

Answer: B,C,D,E

Explanation:
https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/reference/audit-results.html

NEW QUESTION # 99

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