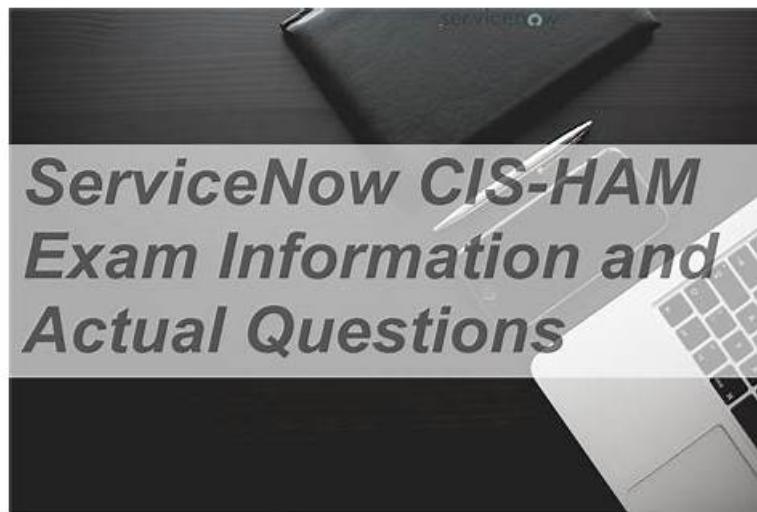


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q195-Q200):

NEW QUESTION # 195

What must exist before a consumable can be consumed? (Choose three.)

- A. A stock order record
- **B. A model record**
- **C. A model category record**
- **D. A consumable record**
- E. A transfer order record

Answer: B,C,D

Explanation:

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries¹. Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow².

A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity².

A model category record specifies the type of consumable, such as office supplies, hardware, or software².

A consumable record tracks the current stock level, location, and status of a consumable².

A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed³.

A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed⁴. References: 1: Consumables - Product Documentation:

Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

NEW QUESTION # 196

Which mobile app allows the user to conduct an inventory audit?

- A. Mobile My Inventory
- B. ServiceNow Inventory mobile app
- C. Mobile Hardware Asset Management
- D. Mobile My Assets
- **E. ServiceNow Agent mobile app**

Answer: E

Explanation:

The ServiceNow Agent mobile app allows the user to conduct asset audits by scanning asset barcodes or QR codes¹.

The user can perform audits offline when they are in areas without connectivity¹.

The app automatically compares the scanned assets against the expected assets based on the inventory records to identify discrepancies¹.

The user can also view the audit results and generate reports from the app². References:

Audit your inventory - Product Documentation: San Diego - ServiceNow

Hardware Asset Inventory Management - ServiceNow

Hardware Asset Management - ServiceNow

NEW QUESTION # 197

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

- A. IP address
- B. CPU
- **C. Cost**
- D. Operating system
- E. Memory

Answer: C

Explanation:

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)¹.

A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies¹.

A hardware asset is a physical component of an IT system, such as a laptop, server, or router².

A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty².

Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory¹. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes¹.

However, some hardware asset attributes are not part of the CI, such as cost². Cost is a financial information of the hardware asset that is tracked by the Asset Management application². Cost is not relevant for configuration management purposes and is not stored in the CMDB².

Therefore, the hardware asset attribute that should be tracked that is not part of the CI is C.

Cost. References:

1: Configuration Item

2: Hardware Asset Management

NEW QUESTION # 198

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

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

Answer: C,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.

References:

* 1: Hardware Asset Management overview - ServiceNow - Now Support

* 2: Contract and renewal management - ServiceNow

NEW QUESTION # 199

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

Answer: D

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 # 200

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