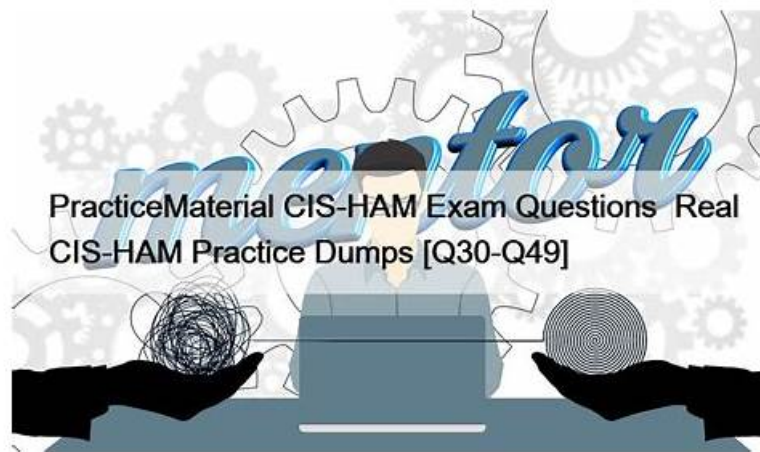


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q132-Q137):

NEW QUESTION # 132

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed in an individual transfer order
- B. Each asset should be listed in a transfer order task on the transfer order
- C. Each asset should be listed as a transfer order line on the transfer order task
- **D. Each asset should be listed as a transfer order line on the transfer order**

Answer: D

NEW QUESTION # 133

What field must an agent complete when resolving an incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

- A. Asset Task Action

- **B. Asset Action**
- C. Asset-CI Task Action
- D. Asset and CI Action

Answer: B

Explanation:

<https://docs.servicenow.com/bundle/sandiego-it-service-management/page/product/incident-management/task/track-ci.html>

NEW QUESTION # 134

What is the second tier of the capability blueprint?

- A. Operational integration
- B. Trustworthy data
- **C. Practical management**
- D. Financial management
- E. Strategic conformance

Answer: C

Explanation:

The second tier of the capability blueprint in ServiceNow is Practical Management, focusing on managing operational tasks efficiently while aligning with strategic goals. It bridges the gap between foundational and advanced asset capabilities.

Reference: ITAM Capability Blueprint (ServiceNow ITAM Guide).

NEW QUESTION # 135

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

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

Answer: A,D,E

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. Reference:

1: What is the IT Asset Lifecycle? - ServiceNow

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

NEW QUESTION # 136

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

- A. Financial
- **B. Relationship**

- C. Contractual
- D. Lifecycle
- E. Operational

Answer: B,E

Explanation:

Explanation

Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.

Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.

The information that you would track for an asset includes:

Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.

Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.

The information that you would not track for a CI versus an asset are:

Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.

Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.

References: 3: Asset and CI management - Product Documentation: San Diego - ServiceNow 2: What is the difference between an Asset and a Configuration Item? 1: [ITIL 4 Foundation] IT Assets vs. Configuration Items (CI's) - CertiBanks

NEW QUESTION # 137

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