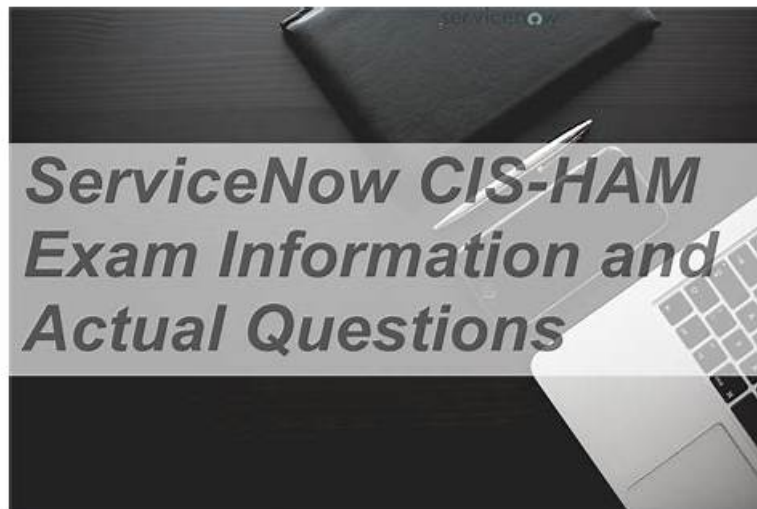


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q10-Q15):

NEW QUESTION # 10

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

- 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, Manufacturer, Model category

Answer: D

Explanation:

- * Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models¹
 - * Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models¹
 - * Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number²
 - * The normalized display name is a combination of these three attributes, separated by a hyphen, for example: Dell-Inc.-OptiPlex 70102
 - * The normalized display name helps to identify and group models with similar properties and reduce duplicates and inconsistencies in the model catalog and the Configuration Management Database (CMDB)²
- s: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow

NEW QUESTION # 11

What happens to the consumable's asset record after it has been consumed?

- A. The record is removed from the system
- **B. The record is marked inactive but remains in the system**
- C. The record remains in the system for reporting purposes only
- D. The record state is set to in use

Answer: B

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management overview document¹, consumables are items that are used up or depleted over time, such as toner cartridges, batteries, or paper¹.

According to the ServiceNow Product Documentation on Consumables², when a consumable is requested and delivered, an asset record is created for it in the Consumable Asset [alm_consumable] table².

According to the ServiceNow Knowledge Base article on How to Modify a Consumable asset record after it has been Consumed³, once an asset is consumed, it is gone from the world, and so nothing should need to do anything more with the Consumable Asset record³.

However, the article also states that the record is marked inactive but remains in the system, and that this should never need to be done³. This implies that the default behavior of the system is to keep the record in the system but mark it as inactive after it has been consumed³.

Therefore, the correct answer is A. The record is marked inactive but remains in the system.

References:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: ServiceNow Product Documentation: Consumables

3: How to Modify a Consumable asset record after it has been Consumed - ServiceNow - Now Support

NEW QUESTION # 12

What is the difference between ITAM personas and ITAM Roles? (Choose four.)

- **A. A user may have multiple roles, but a single persona**
- B. Roles represent types of users of the product
- **C. Roles control access to features in the product**
- **D. Personas represent types of users of the product**
- **E. A user may have multiple roles and personas**
- F. Personas control access to features in the product

Answer: A,C,D,E

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, ITAM personas and ITAM roles are different

concepts that relate to the types and access of users of the product. The difference between them are as follows:

ITAM personas are user profiles that represent the typical users of the ITAM product and their business needs. They are not tied to any specific role or permission, but rather describe the goals, challenges, and expectations of the users. For example, some of the ITAM personas are IT Asset Manager, IT Asset Analyst, IT Procurement Manager, and IT Finance Manager¹.

ITAM roles are access controls that determine what features and functions a user can access in the ITAM product. They are assigned to users or groups based on their responsibilities and tasks. They can also be combined to grant multiple levels of access to a user. For example, some of the ITAM roles are asset, asset_admin, asset_tagging, and procurement².

Therefore, a user may have multiple roles, but a single persona (A), roles control access to features in the product (B), personas represent types of users of the product, and a user may have multiple roles and personas (F) are the correct statements that describe the difference between ITAM personas and ITAM roles. References:

1: ITAM personas 2: ITAM roles

NEW QUESTION # 13

What is the global standard for product recognition used during hardware model normalization?

- A. UPC
- **B. UNSPSC**
- C. ECCMA
- D. IAPSO
- E. NIGP

Answer: B

Explanation:

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries. References: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

NEW QUESTION # 14

Under which condition does the Now Platform NOT create an asset automatically?

- A. Enforced CI verification
- **B. Data synching**
- C. Configuration normalization
- D. Data justification
- E. Model characterization

Answer: B

NEW QUESTION # 15

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