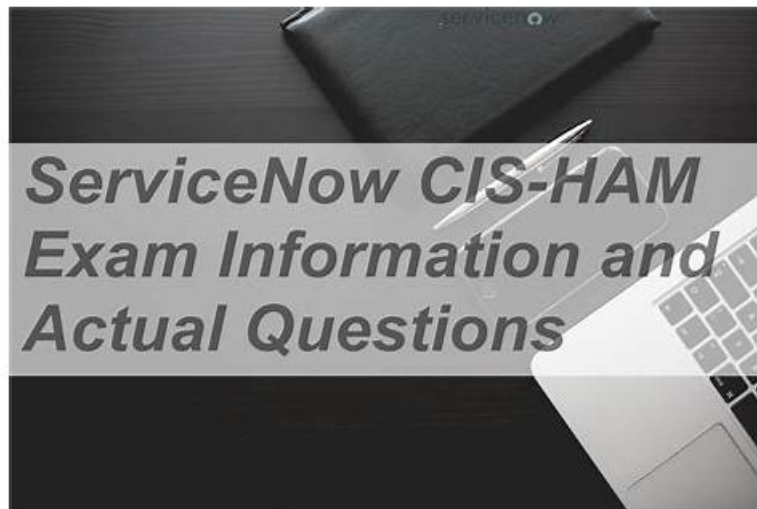


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ServiceNow Certified Implementation Specialist - Hardware Asset

Management Sample Questions (Q88-Q93):

NEW QUESTION # 88

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. No, it cannot unless the lifecycle stage is EOL
- **B. Yes, it can be deleted or deactivated**
- C. Yes, it can
- D. No, it cannot

Answer: B

Explanation:

The content update refers to the Hardware Model Normalization Content Service, which is a feature that enables users to normalize the details of their hardware and consumable models by comparing them against the data in the content service¹.

The content service provides hardware lifecycle data, such as end-of-life (EOL), end-of-support (EOS), and end-of-availability (EOA) dates, for the normalized models².

Once the content update adds hardware lifecycle data to your instance, you can delete or deactivate the models that you do not need or use³.

To delete a model, you can navigate to Hardware Asset Management > Model Management > Hardware Models, select the model you want to delete, and click Delete³.

To deactivate a model, you can navigate to Hardware Asset Management > Model Management > Hardware Models, select the model you want to deactivate, and uncheck the Active box³. References:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Content Library for IT Asset Management - ServiceNow

3: Hardware Asset Management - ServiceNow Docs

NEW QUESTION # 89

With regard to Contract Management notifications, what is the most important contract date to be aware of?

- A. Start date
- B. Renew date
- C. Extend date
- **D. Expire date**

Answer: D

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract¹.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered².

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance³.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. Reference:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

NEW QUESTION # 90

From where can you publish catalog items? (Choose two.)

- A. From an asset record
- B. From the model category
- C. From a user record
- **D. From a model**
- **E. From a vendor item**

Answer: D,E

NEW QUESTION # 91

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)

- A. Consumable models up for End of Life
- B. Hardware asset disposal status
- C. New hardware assets found by audits
- D. Hardware assets disposed (YTD)

Answer: B,D

Explanation:

Explanation

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle¹².

The tab includes the following reports¹:

Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed¹.

Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month¹.

Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month¹.

Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month¹.

Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.

References: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow

NEW QUESTION # 92

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

- A. Lease
- B. Delivery
- C. Maintenance
- D. Storage
- E. Spare parts

Answer: A,C,E

Explanation:

* According to the ServiceNow Hardware Asset Management overview document¹, the total cost of ownership (TCO) of an asset is the sum of all direct and indirect costs incurred throughout its lifecycle, from acquisition to disposal¹.

* The original costs are the costs involved in purchasing an asset and putting it into use, such as lease, delivery, and spare parts¹².

* Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time¹². Lease costs can vary depending on the terms and conditions of the contract, such as duration, frequency, and interest rate².

* Delivery is the cost of transporting or shipping an asset from the vendor or the warehouse to the end user or the location where it will be used¹². Delivery costs can include fees, taxes, customs, and insurance².

* Spare parts are the cost of purchasing or stocking additional or replacement parts for an asset in case of failure, damage, or wear and tear¹². Spare parts costs can depend on the availability, quality, and compatibility of the parts².

* The other options are not original costs, but rather ongoing or disposal costs. Maintenance is the cost of repairing, servicing, or upgrading an asset to keep it in good working condition¹². Storage is the cost of storing an asset that is not in use or waiting for disposal¹².

References:

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

* 2: Asset Management - ServiceNow - Now Support

NEW QUESTION # 93

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