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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q47-Q52):

NEW QUESTION # 47

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

- A. Hardware Asset Dashboard
- B. Hardware Model Normalization
- C. Asset Inventory Audit
- D. Stockrooms
- E. Mobile Asset Receiving
- F. Asset & Model Records
- G. Mobile My Assets

Answer: A,B,C

Explanation:

According to the Hardware Asset Management page, the HAM application includes the following features:

Hardware Asset Workspace, Hardware Normalization, Asset Lifecycle Automation, Return Merchandise Authorization, Asset Reservations, Asset Onboarding and Offboarding, Mobile Asset Receiving, Mobile My Locker, Asset Inventory Audit, and Hardware Asset Dashboard.

Among these features, Mobile Asset Receiving, Hardware Model Normalization, and Hardware Asset Dashboard are the ones that expand the baseline ITSM Asset Management, which only covers Asset & Model Records and Stockrooms.

Mobile Asset Receiving allows users to receive multiple assets against a purchase order using a mobile device, which simplifies the asset receiving process and reduces errors.

Hardware Model Normalization standardizes asset data by manufacturer name, model name, and model number, which improves data quality and accuracy in the CMDB.

Hardware Asset Dashboard provides a comprehensive view of hardware asset data, such as asset counts, costs, compliance, and lifecycle stages, which helps users make informed decisions and optimize asset performance. References:

Hardware Asset Management

What is Hardware Asset Management?

[Hardware Asset Management - ServiceNow Docs]

NEW QUESTION # 48

A contract can be cancelled when the State is what?

- A. Expired
- **B. Active**
- C. Rejected
- D. Inactive

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a contract is a record of the terms and conditions that govern the relationship between a vendor and an organization. A contract can have different states that indicate its status and lifecycle. The states are:

Draft: The contract is being created or modified and has not been submitted for approval.

Requested: The contract has been submitted for approval but has not been approved yet.

Active: The contract has been approved and is in effect. You can cancel the contract in this state, if you want to terminate it before its end date due to various reasons, such as breach of contract, mutual agreement, or vendor performance¹.

Expired: The contract has reached its end date and is no longer valid. You cannot cancel the contract in this state, but you can renew it or extend it.

Renewed: The contract has been renewed for another term with the same or modified terms and conditions. You cannot cancel the contract in this state, but you can renew it or extend it again.

Extended: The contract has been extended beyond its original end date with the same terms and conditions. You cannot cancel the contract in this state, but you can renew it or cancel it.

Canceled: The contract has been terminated before its end date. You cannot cancel the contract in this state, but you can reactivate it or delete it.

Rejected: The contract has been rejected by the approver. You cannot cancel the contract in this state, but you can edit it or delete it.

Reference:

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

NEW QUESTION # 49

Classes are represented as tables in the ServiceNow database. Which is the base asset class?

- A. cmdb_hardware
- **B. alm_asset**
- C. cmdb_asset
- D. alm_hardware

Answer: B

Explanation:

Classes are represented as tables in the ServiceNow database that define the attributes and relationships of a specific type of record¹ The base asset class is the `alm_asset` table, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.² The `alm_asset` table is extended by other asset classes, such as `alm_hardware`, `alm_software`, `alm_consumable`, etc., which add more specific fields and properties for each asset type² The `cmdb_asset` table is not a class, but a view that joins the `alm_asset` table and the `cmdb_ci` table, which is the base configuration item (CI) class³ The `cmdb_hardware` table is a CI class, not an asset class, that contains the common fields and properties for all types of hardware CIs, such as computers, devices, network equipment, etc.⁴ References: 1: Tables and Classes - ServiceNow 2: Asset [`alm_asset`] table - ServiceNow 3: Asset and Configuration Item [`cmdb_asset`] view - ServiceNow 4: Hardware [`cmdb_ci_hardware`] class - ServiceNow

NEW QUESTION # 50

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?

- A. Mapping assist
- B. Transform mappings
- C. Normalization transformation
- **D. Normalization mappings**
- E. Transform normalization

Answer: D

Explanation:

Normalization mappings are a feature of the Hardware Asset Management (HAM) application that allow you to standardize the manufacturer name, model name, and model number of hardware assets in the Configuration Management Database (CMDB)¹. Normalization mappings are created by matching the values from the discovery source to the values in the Product Catalog². Normalization mappings help you to fully normalize hardware models by ensuring that the asset data is consistent, accurate, and complete³. References:

Hardware Normalization

Create normalization mappings

What is Hardware Asset Management?

NEW QUESTION # 51

What plugin helps alleviate inconsistencies in company names?

- **A. Normalization Data Services**
- B. Data Certification
- C. Contract Management
- D. Extended CMDB

Answer: A

Explanation:

The plugin that helps alleviate inconsistencies in company names is the Normalization Data Services plugin, which is part of the ServiceNow IT Asset Management suite¹.

The Normalization Data Services plugin provides a set of features and capabilities that enable you to standardize and normalize data across various tables and fields in ServiceNow, such as manufacturer names, model names, software names, and company names².

The Normalization Data Services plugin uses a combination of rules, dictionaries, and algorithms to identify and correct data inconsistencies, such as spelling errors, abbreviations, synonyms, and duplicates².

The Normalization Data Services plugin can help you improve the quality and accuracy of your data, reduce manual efforts and errors, and enhance reporting and analysis². References:

1: Normalization Data Services - Product Documentation: San Diego - ServiceNow

2: Normalization Data Services - ServiceNow

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