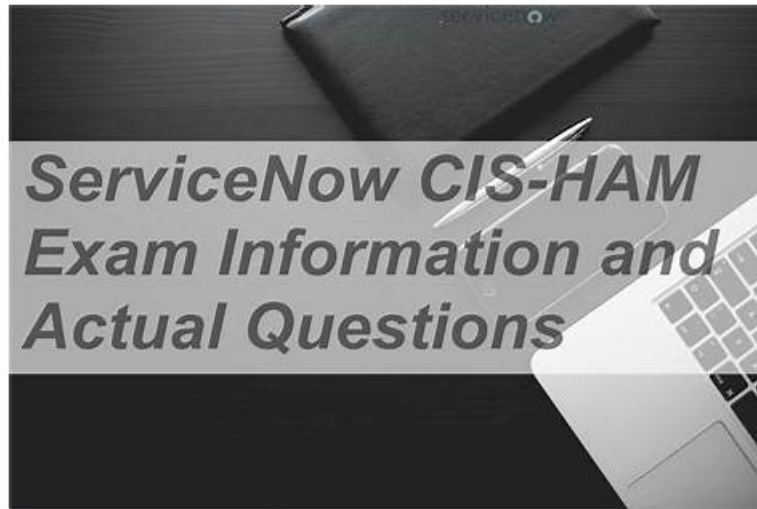


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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q88-Q93):

NEW QUESTION # 88

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

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

Answer: B

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. Reference:

1: Configuration Item

2: Hardware Asset Management

NEW QUESTION # 89

A contract can be cancelled when the State is what?

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

Answer: D

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.

References:

* ServiceNow Hardware Asset Management: Contract and renewal management

* ServiceNow Hardware Asset Management: Contract states

NEW QUESTION # 90

Which hardware asset attribute should be tracked separately from a configuration item (CI)?

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

Answer: B

NEW QUESTION # 91

Configuration items (CIs) track what type of information? (Choose two.)

- A. Contractual
- B. Relationship
- C. Lifecycle
- D. Financial
- E. Operational

Answer: C,E

Explanation:

* Configuration items (CIs) are the records that represent the IT assets and services in the Configuration Management Database (CMDB).

* CIs track the following types of information:

* Operational: This includes the current status, location, owner, and other attributes of the CI that reflect its operational state.

* Relationship: This includes the connections and dependencies between the CI and other CIs, such as parent-child, peer-peer, or service-component relationships.

* Lifecycle: This includes the history of changes, incidents, problems, and other events that affect the CI throughout its lifecycle.

* Therefore, the types of information that are also options in the question are B. Operational and E.

Relationship.

* The other types of information that are not tracked by CIs are:

* Financial: This includes the cost, depreciation, and budget of the CI. This information is tracked by the Asset Management application.

* Contractual: This includes the vendor, warranty, and contract details of the CI. This information is also tracked by the Asset Management application. References:

* : Configuration Item

NEW QUESTION # 92

A blind inventory audit is typically initiated via which interface?

- A. Third-party API
- B. Now Mobile app
- C. Now Agent Mobile app
- D. Now Inventory app

Answer: C

Explanation:

According to the Audit your inventory document, a blind inventory audit is a type of audit that hides the expected asset list from the auditor, so that the auditor has to physically scan each asset in the location and compare it with the actual asset list¹.

A blind inventory audit helps ensure data integrity and accuracy, as it prevents the auditor from "cheating on the test" by relying on the expected asset list¹.

A blind inventory audit is typically initiated via the Now Agent Mobile app, which is a mobile application that enables users to perform various tasks related to hardware asset management, such as scanning assets, creating audits, and viewing audit results¹.

The Now Agent Mobile app allows users to create an audit on the mobile device, select the location and type of audit, and scan the assets using the device camera or a Bluetooth scanner¹.

Therefore, the correct answer is option C, Now Agent Mobile app, as it is the interface that is typically used to initiate a blind inventory audit. Reference:

Audit your inventory

What is Hardware Asset Management?

NEW QUESTION # 93

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