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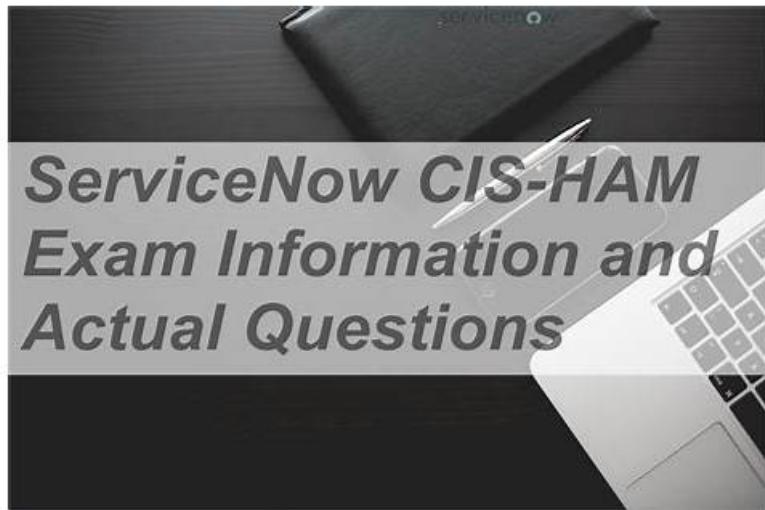
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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q62-Q67):

NEW QUESTION # 62
What must exist before a consumable can be consumed? (Choose three.)

- A. A model record

- B. A stock order record
- C. A transfer order record
- D. A consumable record
- E. A model category record

Answer: A,C,D

Explanation:
A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries1.
Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow12.
A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity12.
A model category record specifies the type of consumable, such as office supplies, hardware, or software12.
A consumable record tracks the current stock level, location, and status of a consumable12.
A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed13.
A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed14. References: 1: Consumables - Product Documentation: Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

NEW QUESTION # 63
Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

- A. Inventory
- B. Asset estate
- C. Asset operations
- D. Hardware asset overview
- E. Procurement

Answer: D

NEW QUESTION # 64
Which of the following are functions of the model category? (Choose two.)

- A. Model categories determine when to create assets from configuration items (Cls)
- B. Model categories group related assets in the Service Catalog
- C. Model categories provide the link between configuration management and asset management
- D. Model categories group consumables in the Product Catalog
- E. Model categories provide the link between procurement management and asset management

Answer: A,C

Explanation:
A model category is a classification of models that defines how they are managed in the system1. It determines the behavior and attributes of the models and the assets or configuration items (Cls) that are created from them1.
Model categories can be used to group consumables, assets, or services in the product catalog or the service catalog, but this is not their primary function. Their primary function is to define the relationship between configuration management and asset management1.
Configuration management is the process of identifying, tracking, and verifying the configuration items (Cls) in an IT environment and their relationships2. Asset management is the process of tracking and managing the financial, contractual, and inventory details of IT assets throughout their lifecycle3.
Model categories determine when to create assets from configuration items (Cls) based on the asset tracking strategy1. For example, some model categories, such as Computer, create assets automatically when Cls are discovered or imported1. Other model categories, such as Consumable, require manual creation of assets from the product catalog1.
Model categories also provide the link between configuration management and asset management by allowing asset managers to view the configuration data of the assets and configuration managers to view the asset data of the Cls1. This enables better visibility, control, and alignment of IT assets and services1.

Reference:
1: ServiceNow Product Documentation: Model Category
2: ServiceNow Product Documentation: Configuration Management
3: ServiceNow Product Documentation: Asset Management

NEW QUESTION # 65
What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

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

Answer: A,B,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 # 66
What is the difference between ITAM personas and ITAM Roles? (Choose four.)

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

Answer: A,D,E,F

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. Reference:
1: ITAM personas 2: ITAM roles

NEW QUESTION # 67

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