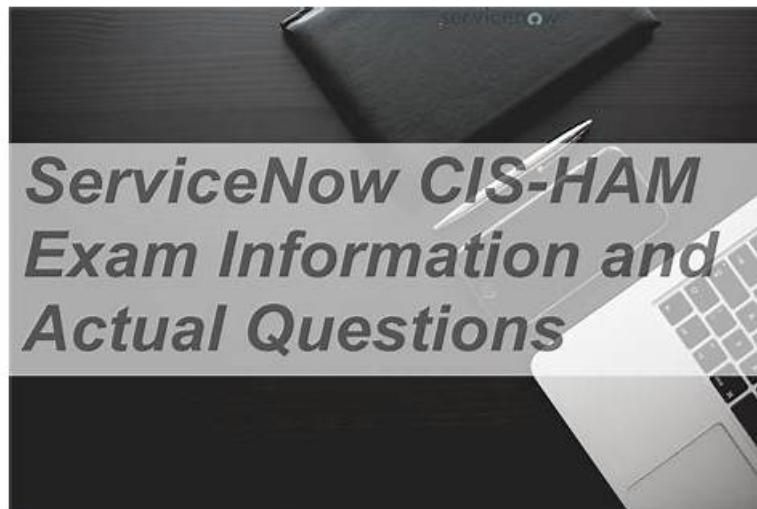


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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q31-Q36):

### NEW QUESTION # 31

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios?  
(Choose two.)

- A. Create a single asset via Name search
- B. Create multiple assets listed on a contract PDF scan
- C. Create a single asset via barcode scan
- D. Receive one or multiple assets from a purchase order

**Answer: C,D**

Explanation:

- \* The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios<sup>123</sup>.
- \* One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow<sup>1</sup>.
- \* Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan the assets and confirm the receipt in ServiceNow<sup>1</sup>.
- \* The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app<sup>123</sup>. References:
- \* ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal
- \* Hardware Asset Inventory Management - ServiceNow
- \* Automation Simplifies Hardware Asset Management - ServiceNow Blog

### NEW QUESTION # 32

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

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

**Answer: B**

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)<sup>1</sup>. Normalization mappings are created by matching the values from the discovery source to the values in the Product Catalog<sup>2</sup>. Normalization mappings help you to fully normalize hardware models by ensuring that the asset data is consistent, accurate, and complete<sup>3</sup>. References:

Hardware Normalization

Create normalization mappings

What is Hardware Asset Management?

### NEW QUESTION # 33

What minimum role is required in order to use the Hardware Asset dashboard?

- A. ham\_admin
- **B. ham\_user**
- C. asset
- D. asset\_manager
- E. inventory\_admin

**Answer: B**

Explanation:

\* According to the ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path, the Hardware Asset dashboard is a feature that shows key metrics on your hardware and consumable models and assets for the entire asset life cycle.

\* The Hardware Asset dashboard is available with the Hardware Asset Management (HAM) application, which is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets<sup>1</sup>.

\* To access the Hardware Asset dashboard, you need to have the ham\_user role, which is the minimum role required to use the HAM application<sup>1</sup>.

\* The ham\_user role grants you the permission to view and update hardware and consumable assets, transfer orders, disposal orders, and RMA requests<sup>1</sup>.

\* Therefore, the correct answer is option C, ham\_user, as it is the minimum role required to use the Hardware Asset dashboard.

References:

- \* ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path
- \* Hardware Asset Management documentation
- \* What is Hardware Asset Management?

### NEW QUESTION # 34

What is included in the total cost of ownership? (Choose two.)

- A. Delivery cost
- **B. Operational expense**
- C. Depreciation expense
- **D. Original cost**

**Answer: B,D**

Explanation:

The total cost of ownership (TCO) is a financial estimate that measures the direct and indirect costs of owning and operating an asset over its entire lifecycle. The TCO includes the following components:

- \* Original cost: This is the initial purchase price of the asset, which may include taxes, fees, shipping, and installation costs. The original cost is also known as the acquisition cost or the capital expense.
- \* Operational expense: This is the ongoing cost of maintaining and using the asset throughout its lifecycle, which may include repair, upgrade, maintenance, support, energy, consumables, and disposal costs. The operational expense is also known as the operating expense or the opex.
- \* Depreciation expense: This is the reduction in the value of the asset over time due to wear and tear, obsolescence, or market changes. The depreciation expense is also known as the depreciation cost or the depreciation charge.
- \* Delivery cost: This is the cost of transporting the asset from the supplier to the buyer, which may include freight, insurance, customs, and handling fees. The delivery cost is also known as the shipping cost or the transportation cost.

The TCO can be calculated by adding the original cost, the operational expense, and the depreciation expense, and subtracting the delivery cost. Alternatively, the TCO can be calculated by multiplying the annual cost of ownership by the expected lifespan of the asset.

References:

- \* Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the ability to track the total cost of ownership of assets.
- \* Hardware Asset Management - Customer Success - ServiceNow, which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.
- \* [Total Cost of Ownership (TCO) - Investopedia], which explains the concept and calculation of the total cost of ownership, and why it is important for business decision making.

### NEW QUESTION # 35

How often are the tabs in the Hardware Asset dashboard updated?

- A. Every 15 minutes
- B. Hourly
- **C. In real time**
- D. Daily based on scheduled job

**Answer: C**

Explanation:

The Hardware Asset dashboard is a collection of data visualizations that show key metrics on your hardware and consumable models and assets for the entire asset life cycle<sup>1</sup>.

The tabs in the Hardware Asset dashboard are updated in real time, meaning that they reflect the latest data from the Hardware Asset Management application<sup>2</sup>.

The tabs in the Hardware Asset dashboard are not based on scheduled jobs, hourly intervals, or 15-minute intervals, as these options would not provide the most accurate and up-to-date information on your hardware assets. Reference: 1: Hardware Asset dashboard - Product Documentation: San Diego - ServiceNow 2: Hardware Asset Management overview - ServiceNow - Now Support

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