Servicenow

(CIS-HAM)

Certified Implementation Specialist – Hardware Asset Management

Total: **184 Questions**

Link: https://certyiq.com/papers/servicenow/cis-ham

Question: 1

What are the three tiers of Lifecycle Management? (Choose three.)

A.Know what you don't have
B.Increase onboarding controls
C.Know what you have
D.Improve management controls
E.Improve efficiency

Answer: CDE

Explanation:

The correct answer is CDE: Know what you have, Improve management controls, and Improve efficiency. These represent the fundamental tiers in a mature Hardware Asset Management (HAM) lifecycle approach. "Know what you have" (C) establishes visibility, focusing on asset discovery and inventory. Understanding the existing hardware landscape is a prerequisite for effective management. "Improve management controls" (D) builds upon this visibility by implementing policies, processes, and workflows to govern asset acquisition, deployment, maintenance, and disposal. This reduces risk and ensures compliance. Finally, "Improve efficiency" (E) aims to optimize resource utilization and reduce costs by streamlining processes, automating tasks, and leveraging data-driven insights. This tier ensures continuous improvement in the HAM program. Option A, "Know what you don't have," might be a precursor to understanding what you do have, but it's not a tier of Lifecycle Management. Option B, "Increase onboarding controls," is a more specific action within the "Improve management controls" tier, not a standalone tier itself. The tiered approach reflects a progression from basic asset awareness to sophisticated governance and optimization. This staged maturity model is a common approach for implementing various IT service management capabilities including HAM.

Further research:

ServiceNow Documentation on Hardware Asset Management: Explore ServiceNow's official documentation for comprehensive insights into HAM features and best practices. [invalid URL removed]
ITIL 4 Foundation Book: ITIL 4 Foundation provides best practice guidance on managing IT services, including asset management. ISBN: 9780117084628

Question: 2

Which ServiceNow role enables the user to perform actions related to incident, problem, change, and configuration management?

A.procurement_user
B.inventory_admin
C.itil
D.discovery_admin
E.asset

Answer: C

Explanation:

The correct answer is C, "itil." The "itil" role in ServiceNow grants users the necessary permissions to manage incident, problem, change, and configuration records. This role aligns directly with the core functions defined by the ITIL (Information Technology Infrastructure Library) framework, a widely adopted set of best practices

for IT service management.

ITIL emphasizes structured processes for handling IT service disruptions (incidents), identifying and resolving the root causes of incidents (problems), implementing changes to IT systems (changes), and maintaining accurate information about IT assets (configuration management). The "itil" role in ServiceNow is specifically designed to empower users to execute these ITIL-aligned processes.

Options A, B, D, and E are incorrect because they represent roles focused on narrower functions. "procurement_user" is related to purchasing, "inventory_admin" manages inventory records, "discovery_admin" is responsible for configuring and managing ServiceNow Discovery (which finds and maps devices and software), and "asset" is a common prefix but not a specific role for managing the described ITIL processes. While related to overall IT management, these roles lack the comprehensive permissions needed to handle the incident, problem, change, and configuration management tasks inherent in the question. Only the "itil" role encompasses all of these functions.

Authoritative Links:

ServiceNow Documentation: Search for "ServiceNow roles" on the ServiceNow documentation site (requires ServiceNow login).
ITIL Foundation Training Materials: Various providers offer ITIL foundation courses.

Question: 3

Which plugins for asset management functionality are inactive by default? (Choose three.)

A.Expense Line
B.Hardware Asset Management
C.Procurement
D.Depreciation
E.Cost Management
F.My Assets

Answer: BCE

Explanation:

The correct answer is BCE: Hardware Asset Management, Procurement, and Cost Management plugins are inactive by default in ServiceNow.

Here's the justification:

ServiceNow plugins are modular components providing specific functionalities. To optimize performance and prevent unnecessary overhead, not all plugins are activated automatically upon instance creation. Administrators must enable them based on their organization's needs.

Hardware Asset Management (HAM): This plugin provides the core capabilities for tracking and managing hardware assets throughout their lifecycle. While vital, ServiceNow doesn't activate it by default, as many organizations might initially focus on other modules like incident or change management. Organizations need to explicitly activate it if they intend to use it.

Procurement: The Procurement plugin provides features for creating and managing purchase orders, receiving goods, and processing invoices. ServiceNow's base system can function without an integrated procurement module, especially for smaller organizations or those with existing procurement systems. Activating it requires a conscious decision to integrate procurement workflows within ServiceNow.

Cost Management: This plugin enables tracking and analyzing IT costs. Similar to Procurement, it's not essential for basic ServiceNow functionality. Organisations might want to manage costs with external tools or defer cost tracking until after other modules are operational. Therefore, Cost Management is also inactive by default.

Expense Line: Expense Lines are often related to Procurement or Financial Management, so it might be enabled when those larger features are used.

Depreciation: Depreciation is related to financial management and the valuation of assets. Usually, asset management with financial features would be installed together

My Assets: My Assets usually provides the capability to show assets belonging to the current user and should be active to provide that ability.

In summary, the Hardware Asset Management, Procurement and Cost Management are generally left inactive. Administrators should activate them strategically to align with their specific business requirements for Hardware Asset Management.

Authoritative Links:

ServiceNow Docs - Plugins: https://docs.servicenow.com/en-US/bundle/utopia-platform-administration/page/administer/plugins/concept/c_Plugins.html
ServiceNow Community: Search the ServiceNow Community for specific information about activating and configuring the Hardware Asset Management, Procurement, and Cost Management plugins. You can find valuable discussions and articles on best practices.

Question: 4

What is the third tier of the capability blueprint?

A.Practical management
B.Strategic conformance
C.Trustworthy data
D.Operational integration
E.Financial management

Answer: D

Explanation:

The correct answer is **D. Operational integration**. Here's a detailed justification:

The ServiceNow Hardware Asset Management (HAM) Capability Blueprint provides a structured approach to building a robust HAM program. It outlines key capabilities organized into tiers, representing a maturity model for HAM implementations. Understanding these tiers is crucial for successful implementation and certification.

While the specific details and phrasing of the blueprint tiers may vary slightly depending on the ServiceNow documentation version, the underlying concepts remain consistent. The three fundamental tiers, in sequence, typically focus on:

1. **Foundational Data (or similar concept):** This initial tier focuses on establishing a baseline of accurate and trustworthy hardware asset data. Without good data, all subsequent processes are compromised. Activities in this tier involve discovery, reconciliation, and normalization of hardware assets.

2. **Lifecycle Management (or similar concept):** Once a reliable data foundation is established, the second tier focuses on managing the complete lifecycle of hardware assets, from procurement to disposal. This includes processes like receiving, deploying, maintaining, and retiring assets.

3. **Operational Integration:** Building upon the data foundation and lifecycle management, the third tier aims to integrate HAM with other ServiceNow modules and operational processes. This integration allows for streamlined workflows, automation, and improved decision-making. Examples include integrating HAM with Incident Management (to quickly identify affected assets during incidents), Problem Management (to analyze hardware-related problems), Change Management (to manage hardware changes), and IT Service Management (ITSM) in general. This tier is about making HAM a seamless part of the overall IT operations.

The other options are not the best fit for the third tier:

A. Practical Management: Too broad and doesn't capture the specific integration focus.
B. Strategic Conformance: While important, it usually appears at a higher maturity level, beyond the initial three foundational tiers.
C. Trustworthy Data: Crucial but primarily the focus of the first tier.
E. Financial Management: An important aspect of HAM, but more related to the lifecycle management stage.Operational Integration solidifies the value of HAM by connecting asset data and lifecycle processes with the core operational functions of IT, providing a more comprehensive and actionable view of the hardware landscape.

Authoritative Links (Illustrative Examples - Specific documents vary):

ServiceNow Documentation (Search for "Hardware Asset Management Capability Blueprint"): While ServiceNow documentation is constantly updated, searching for this phrase will lead you to the most current official resources that outline the tiered approach.
ServiceNow Community (Search for "HAM Capability Blueprint"): The ServiceNow community forums often have discussions and insights regarding the Capability Blueprint from experienced practitioners.

Question: 5

Which is NOT a component of a hardware asset's lifecycle?

A.Dispose
B.Request
C.Consume
D.Procure
E.Receive

Answer: C

Explanation:

Here's a detailed justification for why "Consume" is NOT typically considered a primary, distinct stage in a hardware asset's lifecycle within the ServiceNow Hardware Asset Management (HAM) module, compared to the other options.

The typical hardware asset lifecycle, as managed in ServiceNow HAM, encompasses discrete and sequential stages relating to the physical asset itself. These stages define how the asset is managed from initial need to eventual retirement. Request (creating a request for new hardware), Procure (the purchasing and ordering process), Receive (receiving the asset into inventory), and Dispose (retiring and disposing of the asset) are all clearly defined and trackable stages.

The 'Consume' option, while relevant to the utility and usage of the asset, doesn't typically represent a distinct lifecycle stage in the same way. Consumption often occurs within the Deploy/Use/In-Use phase which is normally found between Receive and Dispose. While utilization metrics (such as CPU or RAM usage) are valuable for monitoring and potentially triggering lifecycle events (like upgrades or reallocation), the act of "consuming" the asset's resources is continuous rather than a single, defined event transitioning the asset to a new state.

ServiceNow handles asset consumption indirectly. While not a lifecycle stage, usage is monitored and is used for reporting and for potentially triggering change, like an alert to upgrade an asset. It might be relevant to Software Asset Management (SAM) where license consumption is a critical stage, but for Hardware Asset Management the emphasis is on physical management of the device. Think of it as this: a device may be in an 'In Use' lifecycle stage for years; it is continually being consumed, but that doesn't move it to a distinct "Consume" stage.

Therefore, while consumption is an ongoing process associated with hardware assets, it's embedded within other phases and isn't a standalone lifecycle stage in the same way that Request, Procure, Receive, and Dispose are.

Further Reading:

ServiceNow Documentation on Hardware Asset Management:
https://www.servicenow.com/products/hardware-asset-management.html (This will give a broad overview of the module)
ServiceNow HAM Implementation Guide: (Consult official ServiceNow guides for the specific implementation) While a direct link is difficult due to access requirements for ServiceNow documentation, search for the ServiceNow HAM Implementation Guide on the ServiceNow documentation portal.

Question: 6

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

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

Answer: CDG

Explanation:

The correct answer is **CDG**. Here's the justification:

C. Hardware Model Normalization: The ServiceNow HAM application significantly enhances the baseline ITSM asset management by automatically normalizing hardware models. Normalization is crucial for accurate reporting, consistent data, and effective procurement management. It ensures that similar hardware assets from different manufacturers or suppliers are represented in a standardized format within the CMDB, improving data quality. Baseline ITSM typically lacks comprehensive model normalization capabilities.

D. Hardware Asset Dashboard: HAM provides dedicated dashboards that offer real-time visibility into hardware asset lifecycle stages, compliance status, and financial performance. These dashboards are tailored

specifically for hardware assets, providing insights beyond the generic asset dashboards found in baseline ITSM. This visibility enables proactive management, better decision-making, and improved resource allocation related to hardware assets.

G. Asset Inventory Audit: HAM introduces comprehensive audit capabilities specific to hardware assets. This includes scheduled audits, automated reconciliation processes, and discrepancy reporting. These features extend the basic audit functionality present in standard ITSM, which is often more general-purpose. Inventory audits ensure that the physical inventory aligns with the CMDB records, improving accuracy and compliance.

Why other options are incorrect:

A. Mobile Asset Receiving: While ServiceNow does have mobile capabilities, "Mobile Asset Receiving" is more broadly related to Inventory Management and isn't specifically a Hardware Asset Management addition to baseline ITSM.
B. Mobile My Assets: This is more related to the general ServiceNow mobile app, which is an ITSM feature rather than HAM-specific.
E. Stockrooms: While Stockrooms are essential in managing physical hardware assets, they are part of the baseline ITSM functionality. HAM leverages Stockrooms but does not introduce them.
F. Asset & Model Records: Asset and Model records are fundamental aspects of ITSM. HAM leverages and extends these but does not introduce the basic concept of them.

Authoritative Links for further research:

ServiceNow Documentation - Hardware Asset Management: https://docs.servicenow.com/bundle/rome-it-asset-management/page/product/hardware-asset-management/concept/hardware-asset-management.html
ServiceNow Community Forums: Provides insights and discussions on HAM implementations and features.

Question: 7

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

A.Integrates with business services via the Service Catalog from request through to disposal

B.Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)

C.Provides input into, aligns with, and follows corporate governance

D.Improves application privacy and security adherence

E.Leverages Service Mapping to predict service impact

Answer: ABC

Explanation:

The answer ABC is correct because ITAM's core objectives directly contribute to these outcomes.

A. **Integrates with business services via the Service Catalog from request through to disposal:** ITAM provides the data foundation for service requests, ensuring accurate asset allocation and lifecycle management. When a user requests a new laptop (business service), ITAM tracks the request, provisioning, and eventual disposal, streamlining the process and connecting the asset to the business service it supports.B. **Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs):** ITAM and ITSM are closely linked. ITAM provides asset data to ITSM, enabling effective change management, incident management, and problem management. Assets are managed as CIs within the ITSM system, reflecting their state and dependencies throughout their lifecycle.C. **Provides input into, aligns with, and follows corporate governance:** ITAM provides critical data for compliance, risk management, and financial reporting. It ensures that IT assets are managed in

accordance with policies and regulations, contributing to overall corporate governance. Accurate asset data supports audit trails and ensures responsible asset management practices.

D and E are not primary expected outcomes of ITAM. While ITAM can indirectly contribute to security (D) by tracking software licenses and hardware configurations, its primary focus is not on application privacy and security adherence. Service Mapping (E) is also not a direct outcome, but rather a tool that can be used in conjunction with ITAM to understand asset dependencies within business services.

Supporting Resources:

ITIL 4 Foundation Guidance: https://www.axelos.com/ (Provides a general framework for IT service management, including the importance of ITAM.)
ISO/IEC 19770: https://www.iso.org/standard/62922.html (International standard for IT asset management, including software asset management.)

Question: 8

What is the difference between ITAM personas and ITAM Roles? (Choose four.)

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

Answer: ABCF

Explanation:

The correct answer is ABCF. Here's a breakdown of why:

A. A user may have multiple roles, but a single persona: While a user can technically be assigned multiple personas within a ServiceNow environment, it is not best practice. A user embodies a specific persona representing their primary use-case with the system, whereas roles are functional permissions. A user can indeed have multiple roles to perform different tasks.

B. Roles control access to features in the product: Roles directly govern what actions a user can perform and which modules/features they can access within ServiceNow. They are the primary mechanism for access control.

C. Personas represent types of users of the product: Personas are archetypal representations of users, defining their goals, behaviors, and motivations related to Hardware Asset Management. They help in tailoring the system to different user types.

F. A user may have multiple roles and personas: A user can be assigned multiple roles that define their access and permissions to features within the ServiceNow platform. A user can be assigned multiple personas, however, it is best practice that a user embody one specific persona to avoid any confusion in roles.

Why the other options are incorrect:

D. Personas control access to features in the product: Personas primarily provide a contextual framework for user experience design and reporting, not access control.

E. Roles represent types of users of the product: Roles define what a user can do; they don't define the type

of user. Personas do this by providing a profile of a user.

In summary, Roles define what a user can do, while Personas represent who the user is and why they're using the system in a particular way. Roles enforce access control, and personas influence system design and reporting to better meet the needs of different user groups.

Question: 9

Hamm is a member of the Asset Managers group which has the ham_admin role assigned to it. Based on this role alone, which of the following operations can Hamm perform? (Choose four.)

A.Revert normalization results
B.Create and delete asset records
C.Create purchase orders
D.Create flows
E.Import assets
F.Add Service Catalog entries

Answer: ABCF

Explanation: ham_admin

The correct answer is **ABCF**:

A. Revert normalization results: The ham_admin role provides extensive control over Hardware Asset Management, including data quality. Reverting normalization results falls under managing and correcting asset data, a key responsibility of administrators.

B. Create and delete asset records: ham_admin is designed for comprehensive asset management. Creating and deleting asset records is a fundamental task within that scope. This allows administrators to maintain an accurate and up-to-date inventory.

C. Create purchase orders: While not solely an asset management function, the ham_admin role often includes the ability to create purchase orders, especially related to hardware assets. This allows administrators to manage the procurement process directly related to asset needs.

F. Add Service Catalog entries: Hardware assets are frequently provisioned through the Service Catalog. The ham_admin role needs the capability to add and manage these catalog entries to ensure smooth asset request and fulfillment processes.

Why the other options are incorrect:

D. Create flows: Flow Designer responsibilities typically fall under process automation roles (e.g., flow_designer). While ham_admin users might utilize flows, creating them is usually outside the scope of this role.

E. Import assets: Import assets is typically managed with the asset_admin role or ham_admin, not the ham_admin role.

Authoritative Links:

ServiceNow Docs on Hardware Asset Management Roles: (Specific page on ham_admin role couldn't be directly linked due to the dynamic nature of ServiceNow documentation. Search ServiceNow docs for "Hardware Asset Management roles")

Question: 10

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

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

Answer: DE

Explanation:

The correct answer is D. Operational and E. Relationship.

Here's a justification: Configuration Items (CIs) and Assets, while related, represent different aspects of an organization's IT infrastructure. An Asset focuses on the financial and contractual aspects of a tangible piece of equipment, whereas a CI focuses on how that piece of equipment works within the larger infrastructure. Operational information is crucial for CIs because it describes how the item functions, its status, and its performance within the IT environment. This includes details such as operating system version, patch levels, running services, CPU utilization, and memory usage. Tracking this operational data is vital for incident management, problem management, change management, and overall service availability. Relationships are equally important for CIs, as they define how a CI interacts with other CIs, services, and users. These relationships might include dependencies, impact analysis, and service mappings. Understanding the relationships allows for a better understanding of the overall IT environment and enables effective troubleshooting and change management practices. In contrast, financial and contractual details like depreciation, lease terms, and warranty information are primarily associated with assets. While an asset may have an associated CI, the primary purpose of an asset record is to manage the financial and legal aspects of the hardware. Lifecycle management is related to both concepts but is more geared towards asset tracking from procurement to disposal. Therefore, operational information and relationships are more centrally relevant when managing configuration items.

Here are some authoritative links for further research:

ServiceNow Documentation on Configuration Management Database (CMDB): https://docs.servicenow.com/bundle/utah-it-service-management/page/product/configuration-management/concept/cmdb-main.html
ServiceNow Documentation on Asset Management: https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/asset-management/concept/asset-management-overview.html
ITIL 4 Foundation Handbook: (Search for ITIL 4 descriptions of CIs and assets).

Question: 11

A component is considered an IT asset vs. a configuration item (CI) when you want to do which of the following? (Choose three.)

A.Manage its procurement, maintenance, or retirement
B.Track its operational information
C.Track its monetary value or costs
D.Manage its associated license, warranty, or lease contracts
E.Know its relationships to other assets in the CMDB

Answer: ACD

Explanation:

The answer ACD is correct because it highlights the key distinctions between how a component is treated as an IT Asset versus a Configuration Item (CI) within ServiceNow, particularly in the context of Hardware Asset Management (HAM).

A. **Manage its procurement, maintenance, or retirement:** This focuses on the financial and lifecycle aspects, which are core to asset management. HAM deals with the complete lifecycle of hardware, from acquisition to disposal. Tracking procurement allows for budget management, while managing maintenance and retirement ensures optimal asset utilization and cost control. This aligns directly with the financial responsibilities associated with an IT asset.

C. **Track its monetary value or costs:** Asset management fundamentally revolves around understanding the financial implications of hardware. This includes purchase price, depreciation, maintenance costs, and potential resale value. This information is crucial for budgeting, ROI calculations, and overall financial planning within the IT organization.

D. **Manage its associated license, warranty, or lease contracts:** Licenses, warranties, and leases have direct financial implications and are central to contract management, which falls under asset management. HAM enables organizations to track these contracts, ensuring compliance and avoiding penalties. Understanding warranty periods, for example, allows for cost-effective maintenance and repair strategies.

B and E, while relevant in some contexts, are more aligned with the concerns of Configuration Management (CMDB). Tracking operational information (B) is crucial for incident management, problem management, and change management, which rely on understanding how CIs are performing. Knowing relationships to other assets in the CMDB (E) is vital for understanding dependencies and impact analysis, core functions of Configuration Management. IT Asset Management focuses more on the financial and contractual aspects rather than the operational relationships. Therefore, when focusing on these financial and lifecycle aspects, the component is being treated as an IT Asset rather than a Configuration Item.

Authoritative Links for Further Research:

ServiceNow Documentation - Hardware Asset Management: https://docs.servicenow.com/bundle/sandiego-it-asset-management/page/product/hardware-asset-management/concept/hardware-asset-management-introduction.html
ITIL 4 Foundation Handbook: (Provides a broad overview of IT Service Management concepts and practices)

Question: 12

Which of the following are considered assets? (Choose three.)

A.Facilities
B.Contracts
C.Hardware
D.Software entitlements
E.Software distributions

Answer: ACD

Explanation:

The correct answer identifies Hardware, Software entitlements, and Facilities as assets within the context of Hardware Asset Management (HAM) in ServiceNow. Here's why:

Hardware (C): Hardware assets are the tangible physical devices owned or controlled by the organization. These include servers, laptops, desktops, network devices, and peripherals. They require tracking throughout their lifecycle, from procurement to disposal, which is a core function of HAM.

Software entitlements (D): While not physical, software entitlements (licenses) represent a significant investment and legal right. Proper management of these entitlements ensures compliance, avoids overspending, and optimizes software usage. Software entitlement management is integral to software asset management (SAM), which often works in tandem with HAM. An organization must manage which hardware has which software licenses applied to it.

Facilities (A): Facilities, such as data centers or server rooms, are physical locations that house and support IT infrastructure. They represent a considerable capital investment and are essential for the operation of IT services, and are a core element of HAM.

Contracts (B): Contracts are agreements that define the terms and conditions for the acquisition, maintenance, or usage of assets or services. While essential for financial management and procurement, they are not considered assets themselves. They document the agreement under which assets are managed.

Software distributions (E): Software distributions are packages or sets of software components designed for installation on multiple devices or systems. They are considered software and are managed as part of SAM, and therefore are not correct within the HAM question.

In essence, Hardware Asset Management focuses on physical IT assets and associated entitlements. The goal is to track, manage, and optimize the lifecycle of these assets to reduce costs, improve efficiency, and ensure compliance. Software entitlements, although intangible, are directly linked to hardware and are therefore considered assets within this framework. Facilities are a core element of supporting the hardware that falls under HAM.

Authoritative Links:

ServiceNow Hardware Asset Management: https://www.servicenow.com/products/hardware-asset-management.html
IT Asset Management (ITAM) Best Practices: https://www.bmc.com/blogs/it-asset-management-itam/

Question: 13

What is the default display name for an asset?

A.An automatically generated combination of serial number and model category
B.An automatically generated combination of asset tag and model
C.An automatically generated combination of serial number and model
D.An automatically generated combination of asset tag and model category

Answer: B

Explanation:

The provided answer, **B. An automatically generated combination of asset tag and model**, is the most accurate representation of ServiceNow's default behavior for displaying asset names in Hardware Asset Management (HAM). While the system is configurable, out-of-the-box, ServiceNow generates the asset display name by concatenating the asset tag and the model name.

The asset tag is a unique identifier for each individual piece of hardware, crucial for tracking and management. The model specifies the type of hardware (e.g., "Dell Latitude 5520 Laptop"). Combining these provides a reasonably descriptive and unique label. This helps users easily identify specific assets in lists and

forms. Options A and C use the serial number which, while unique, might not be as readily recognizable or visible as the asset tag. While the serial number is important, it's often more of a background identifier. Option D combines the asset tag with the model category, which might be too broad, making individual asset distinction harder. For example, several laptops might fall under the same "Laptop" model category.

ServiceNow's flexibility allows admins to customize this display name calculation through scripting and configuration. However, the default and most commonly observed behavior utilizes the asset tag and model. This facilitates quick identification and management of hardware assets within the ServiceNow platform. The exact behavior and customization options can be further researched in ServiceNow's official documentation regarding HAM asset naming conventions and asset form configurations. Understanding this helps optimize hardware asset lifecycle management within an organization. The asset tag is generally more user-friendly and less prone to duplication issues than relying solely on a model or model category.

Unfortunately, there is no single direct link to the "default display name" property. Relevant areas of research include:

ServiceNow HAM Implementation Guide: A comprehensive resource for setting up and managing HAM within the platform.
ServiceNow Asset Management Documentation: Overview of general asset management features.
ServiceNow Community Forums: Searching for "asset display name" or "default asset naming" provides community insights.

Question: 14

What is the default state of a newly created asset?

A.In use
B.Consumed
C.On order
D.In stock

Answer: A

Explanation:

The correct answer is **A. In use**. Let's delve into the justification for this default state in the context of ServiceNow's Hardware Asset Management (HAM).

When a new hardware asset record is created within ServiceNow, its default state is typically set to "In use." This default reflects a common business scenario: organizations usually add asset records when an asset is already deployed and actively being used by an employee or for a business purpose. This approach simplifies asset tracking and management, as the system assumes the asset is in a productive state unless otherwise specified.

Setting the default to "In use" streamlines workflows. Imagine a scenario where an employee receives a new laptop. IT staff would enter the laptop's details into ServiceNow. If the default state was "In stock," they would immediately need to change the state to reflect that the laptop is now deployed to the employee. "In use" avoids this extra step.

The other options are less suitable as defaults. "Consumed" implies the asset is no longer available, which is unlikely upon creation. "On order" suggests the asset hasn't even arrived yet, a state that precedes asset record creation in most cases. "In stock" is plausible but necessitates immediate state changes for deployed assets.

ServiceNow's HAM module is designed to automate asset lifecycle management, including tracking,

allocation, and depreciation. A logical default simplifies this process. The “In Use” state aligns with the immediate operational status of most newly added assets, facilitating easier tracking and reporting within the ServiceNow platform. This design choice reduces manual effort and ensures data accuracy, a key benefit of using a dedicated HAM system. Consider that ServiceNow is designed to manage the entire asset lifecycle, starting with procurement (sometimes) but particularly after procurement. "In Use" as the default reflects this focus on actively managed assets.

For further reading on ServiceNow's HAM and asset states, consult the official ServiceNow documentation:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management" and "Asset States")
ServiceNow Community: https://community.servicenow.com/ (Search for discussions related to default asset states)

Question: 15

What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

A.Unrecognized data doesn't get sent to the ServiceNow Content Service and the customer doesn't receive Content Library updates

B.Unrecognized data doesn't get sent to the ServiceNow Content Service

C.Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted

D.Customer doesn't receive Content Library updates

Answer: B

Explanation:

The correct answer is B: Unrecognized data doesn't get sent to the ServiceNow Content Service.

Opting out of the ServiceNow Content Service for specific models means the customer is intentionally preventing ServiceNow from receiving data related to those models. The purpose of the Content Service is to enrich and normalize hardware asset data using information from the ServiceNow Content Library. If a customer opts out for particular models, their instance will not send information about those models to the Content Service for identification and enrichment. This deliberate act restricts the flow of information from the customer's instance to ServiceNow, therefore any unrecognized data specifically from those opted-out models does not get sent to ServiceNow. Option A is incorrect because opting out only affects data from the specified models, while updates can still be applied for the remaining models. Options C and D are incorrect, as opting out specifically controls the flow of data being sent, rather than affecting encryption, or the customer's ability to receive content library updates for unaffected models.

[https://docs.servicenow.com/bundle/quebec-it-asset-management/page/product/hardware-asse
Consider it a data privacy or compliance choice. A customer might have security concerns about sending potentially sensitive data, even if anonymized, for particular hardware configurations to an external service. Opting out allows them to control what information leaves their instance and where it's transmitted.

Question: 16

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

A.Lifecycle

B.Device type

C.Manufacturer

D.Memory

E.Asset tag

F.Hardware model

Answer: ABCF

Explanation:

The answer ABCF is correct because the ServiceNow Content Service for Hardware Asset Management (HAM) focuses on normalizing and enriching specific attributes of hardware assets to improve data quality and facilitate effective asset management. Let's break down why each selected option is correct:

A. Lifecycle: The Content Service helps normalize the lifecycle status of hardware assets, mapping vendor-specific terms to standardized ServiceNow lifecycle stages (e.g., "End of Life" from a vendor mapped to "Retired" in ServiceNow). This is crucial for tracking asset depreciation, refresh cycles, and compliance.

B. Device Type: Normalizing the device type (e.g., classifying an asset as a "Laptop" instead of a vendor-specific model name) allows for consistent reporting and categorization across the hardware estate. This enables better resource allocation and management based on device type.

C. Manufacturer: The Content Service ensures the manufacturer field is standardized and accurate. Consistent manufacturer naming is crucial for warranty tracking, vendor management, and identifying potential recall issues.

F. Hardware Model: A key function of the Content Service is to normalize hardware models. This involves mapping various model names to a standardized model record within ServiceNow, allowing for easier comparison, costing, and management of similar hardware assets.

Options D and E are less directly targeted by the normalization and enrichment aspects of the Content Service. While memory (D) is important hardware information, the Content Service primarily deals with standardizing categorical and manufacturer-related information, not individual memory configurations. Asset Tag (E), while crucial for identification, is generally a unique identifier and not something the Content Service normalizes in the same way as the other options. The Content Service focuses on enriching asset data by providing normalized data from external sources, but not necessarily changing existing asset tags. Normalization primarily revolves around creating consistent naming conventions and categorization.

In summary, the Content Service concentrates on harmonizing key metadata about the asset (lifecycle, device type, manufacturer, and model) to improve reporting, compliance, and overall hardware asset visibility within the ServiceNow platform.

Further Reading:

ServiceNow Documentation on Hardware Asset Management: https://docs.servicenow.com/bundle/sandiego-it-asset-management/page/product/hardware-asset-management/concept/hardware-asset-management-overview.html
ServiceNow Content Service: Consult the ServiceNow documentation for the specific version you're using for a detailed listing of fields it handles, as this can evolve with releases. Search within the ServiceNow documentation portal (usually found within your ServiceNow instance) for "Content Service" and "Normalization".

Question: 17

What is the process of restructuring data to maintain consistency?

A.Integration
B.Normalization
C.Discovery
D.Service Mapping

Answer: B

Explanation:

The correct answer is **B. Normalization**.

Normalization in the context of data management, particularly within ServiceNow's Hardware Asset Management (HAM) module, refers to the process of organizing data to reduce redundancy and improve data integrity. It involves structuring data in a way that ensures consistency across the entire platform. This is crucial for accurate reporting, effective asset lifecycle management, and overall HAM process efficiency.

In the context of Hardware Asset Management, normalization would involve ensuring that all hardware models are represented consistently. For example, rather than having entries like "Dell XPS 15," "DELL XPS15," and "XPS 15," normalization would standardize these to a single format, perhaps "Dell XPS 15." This standardization allows for accurate aggregation of asset data, reporting, and efficient management of hardware assets.

Integration (A) involves connecting different systems or modules, but doesn't inherently address data consistency within a single module like HAM. Discovery (C) focuses on identifying and importing hardware assets into the system, but the discovered data often needs to be normalized afterward. Service Mapping (D) deals with visualizing the relationships between IT components and services; while it relies on accurate data, it doesn't directly involve the data structuring process of normalization.

Normalization directly addresses the core requirement of "restructuring data to maintain consistency," ensuring that data is clean, accurate, and reliable for all downstream processes within the HAM module. Without proper normalization, reports could be inaccurate, asset tracking becomes difficult, and decisions based on the asset data may be flawed.

For further research on data normalization concepts, consider these resources:

ServiceNow Documentation: Search the ServiceNow documentation portal for "Normalization" within the context of Hardware Asset Management. While direct links may change with updates, the documentation provides detailed information on ServiceNow's approach to normalization.

Database Normalization Concepts: Explore general database normalization principles which underpin data integrity: https://en.wikipedia.org/wiki/Database_normalization

Question: 18

What are ways to measure trustworthy data? (Choose four.)

A.Sustainability
B.Plausibility
C.Credibility
D.Dependability
E.Transferability
F.Reliability

Answer: CDEF

Explanation:

The correct answer (CDEF) highlights key aspects of data quality that contribute to trustworthiness in the context of Hardware Asset Management (HAM) within ServiceNow. Measuring trustworthiness is paramount for making informed decisions based on data.

Credibility: Data credibility refers to the believability and authoritativeness of the data source. In HAM, this means ensuring data comes from reliable inputs like discovery tools (e.g., ServiceNow Discovery, SCCM), verified purchase orders, and validated asset records. If the source is questionable, the data it provides is less trustworthy.

Dependability: Dependable data is consistent and maintains its accuracy over time. This necessitates robust data governance processes within ServiceNow to prevent data corruption or loss. Regular audits, data validation rules, and integration with CMDB are vital for maintaining dependability.

Transferability: Transferability means the ability to use data across different systems and contexts. In HAM, this is important for ensuring data can be shared and utilized in reporting, dashboards, and other integrations within the Now Platform. Using standardized data formats and APIs promotes transferability.

Reliability: Data reliability is the degree to which the data is accurate and consistent across multiple sources and over time. This involves validating data against known benchmarks and ensuring data consistency across the lifecycle of the hardware assets within ServiceNow. Regularly reviewing data and addressing discrepancies improves reliability.

These four elements ensure that the data used for decision-making regarding hardware assets is credible, consistent, reusable, and accurate, building confidence in the insights derived from ServiceNow HAM.

Why other options are incorrect:

A. Sustainability: While sustainability is a valid concept, it is not directly a measurement of data trustworthiness. Sustainability refers to the ability of a process or system to maintain itself over time.

B. Plausibility: While data plausibility is good, it is still subjective and does not measure data trustworthiness. Data plausibility measures if the data can be true.

Supporting links:

ServiceNow Hardware Asset Management: https://www.servicenow.com/products/hardware-asset-management.html
ITIL 4 (for data governance and service management best practices): https://www.axelos.com/certifications/itil-certifications

Question: 19

Any normalization that has occurred on a model can be reverted by using this feature.

A.Normalizations cannot be reverted
B.Rollback Normalization Business Rule
C.Undo Normalization Scheduled Job
D.Revert Normalization UI Action

Answer: D

Explanation:

The correct answer is **D. Revert Normalization UI Action**.

Here's a detailed justification:

The ServiceNow platform, particularly within the Hardware Asset Management (HAM) module, employs normalization to standardize hardware data, ensuring consistency and accuracy for reporting, reconciliation, and lifecycle management. Normalization processes can sometimes lead to unintended results or inaccuracies. To address this, ServiceNow provides a mechanism to revert these changes.

The "Revert Normalization" UI Action is specifically designed for this purpose. It allows administrators to undo the normalization that has been applied to a model. This is crucial because incorrect normalization can skew data and negatively impact HAM processes. Without a revert option, correcting these errors would be significantly more difficult and time-consuming, potentially requiring manual data adjustments.

Options A, B, and C are incorrect:

A. Normalizations cannot be reverted: This statement is false. ServiceNow provides features to undo normalization.
B. Rollback Normalization Business Rule: While business rules can be used for automation and logic within ServiceNow, there is no built-in "Rollback Normalization Business Rule" specifically designed to revert normalization. Also, business rules are generally event-driven, not designed for targeted reversion.
C. Undo Normalization Scheduled Job: Scheduled jobs are used for automated tasks that run at specified intervals. There's no built-in scheduled job named "Undo Normalization Scheduled Job" focused on reverting normalization. Furthermore, reverting requires targeted action on specific models, which a generic scheduled job wouldn't provide.

The "Revert Normalization" UI Action offers a user-friendly way to undo the normalization, ensuring data integrity within the HAM module. It's an integral part of maintaining accurate hardware asset information in ServiceNow.

For more information on normalization and related features, consult the official ServiceNow documentation:

ServiceNow Docs - Hardware Asset Management (General HAM Overview)
ServiceNow Community (Search for specific topics on normalization and reversion)

Question: 20

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

A.Device Type
B.Hardware Manufacturer
C.Hardware Normalize Key
D.Hardware Model Library
E.Device Name

Answer: ABD

Explanation:

The correct answer is ABD because these three tables are integral to the Hardware Model Normalization (HMN) process within ServiceNow. Let's break down why:

A. **Device Type (cmdb_model_category):** Hardware Model Normalization relies heavily on classifying

hardware assets by their device type. The Device Type table provides the standardized categories for different kinds of hardware, such as laptops, desktops, servers, and mobile phones. This is essential for consistently grouping and normalizing models. HMN uses this to categorize hardware before matching it to the Hardware Model Library.

B. **Hardware Manufacturer (cmdb_manufacturer):** Hardware Manufacturer table lists recognized hardware manufacturers like Dell, HP, and Apple. HMN uses this table to standardize the manufacturer information associated with each hardware asset. A consistent and accurate manufacturer name is crucial for identifying and matching hardware models.

D. **Hardware Model Library (cmdb_hardware_model):** This is the central repository of normalized hardware model information. The Hardware Model Library contains detailed specifications and attributes for known hardware models. HMN aims to match discovered hardware assets with entries in this library to enrich their data and ensure accurate reporting and management. The key function of HMN is to populate and maintain this table with accurate model information from various sources, so discovered hardware can be compared against known models.

C. **Hardware Normalize Key** and E. **Device Name**, while relevant to hardware management in general, aren't directly tables specifically installed with the Hardware Model Normalization feature as core dependency. While normalization logic might interact with device names, it's the pre-defined categories and models that are core elements for HMN.

In summary, the Device Type, Hardware Manufacturer, and Hardware Model Library tables are fundamental to the operation of Hardware Model Normalization, providing the foundation for consistent classification, manufacturer identification, and model matching. They're the building blocks that enable HMN to achieve its goal of accurate and enriched hardware asset data.

Authoritative links:

ServiceNow Docs - Hardware Model Normalization: https://docs.servicenow.com/en-US/bundle/sandiego-it-asset-management/page/product/hardware-asset-management/concept/hardware-model-normalization.html
ServiceNow Community - Hardware Asset Management: https://community.servicenow.com/community?id=community_topic&sys_id=94909014db4f371068c1fb651f961978

Question: 21

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

A.Name, Asset tracking unit, Model number
B.Name, Manufacturer, Model number
C.Asset tracking unit, Manufacturer, Model category
D.Asset tracking unit, Manufacturer, Model number
E.Name, Device type, Model category

Answer: B

Explanation:

The correct answer is **B. Name, Manufacturer, Model number**. This is because hardware model normalization in ServiceNow relies on these three key fields to create a standardized and easily recognizable display name for hardware models. This process helps to consolidate hardware models that might have slightly different names in the system but are essentially the same physical product.

Normalization aims to ensure consistency and accuracy in hardware asset data. Using the Manufacturer

ensures models from the same vendor are grouped logically. The Model Number is a unique identifier assigned by the manufacturer, allowing ServiceNow to distinguish between different models from the same manufacturer. The Name provides a common descriptor for the model.

Option A is incorrect because "Asset tracking unit" isn't generally used in naming conventions; it relates to how the asset is tracked, not its identity. Option C is incorrect as "Model Category" describes the type of hardware (laptop, monitor), which is too broad for normalization, and "Asset tracking unit" is again irrelevant for naming. Option D includes "Asset tracking unit," which is incorrect for the reasons previously stated. Option E uses "Device type" and "Model Category" which are too high level for hardware model normalization.

By using Manufacturer, Model Number, and Name, ServiceNow can improve data quality, reduce redundancy, and enhance reporting capabilities within the Hardware Asset Management module. This leads to more efficient asset tracking, procurement, and overall management of hardware assets.

For more information on Hardware Asset Management and normalization in ServiceNow, refer to the official ServiceNow documentation and community resources:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management" and "Model Normalization")
ServiceNow Community: https://community.servicenow.com/ (Search for discussions on "Hardware Model Normalization")

Question: 22

What is the global standard for product recognition used during hardware model normalization?

A.IAPSO
B.UPC
C.UNSPSC
D.ECCMA
E.NIGP

Answer: C

Explanation:

The correct answer is C. UNSPSC (United Nations Standard Products and Services Code) is the most appropriate global standard for product recognition in hardware model normalization within ServiceNow's Hardware Asset Management (HAM) module.

Here's why:

Hardware model normalization aims to standardize the naming conventions and categorization of hardware models, ensuring consistent and accurate asset data. A global standard is essential for achieving this consistently across diverse hardware vendors and products.

UNSPSC is a widely recognized and adopted classification system for products and services. It provides a hierarchical structure that allows for detailed categorization of hardware assets. ServiceNow HAM leverages UNSPSC to normalize manufacturer and model names to a consistent, industry-standard vocabulary. Using UNSPSC ensures interoperability and facilitates reporting and analysis across different hardware assets. The structured nature of UNSPSC also aids in automating the normalization process. Alternatives like UPC (Universal Product Code) are mainly for retail product identification, not the broader hardware asset management context.ECL@ss offers an alternative, but it is primarily used in Europe. NIGP (National Institute of Governmental Purchasing) is focused on government procurement.

Therefore, given the requirement for a global standard that facilitates comprehensive product recognition during hardware model normalization in a Hardware Asset Management context, UNSPSC provides the most robust and suitable foundation.

Refer to the ServiceNow documentation on Hardware Asset Management and Model Normalization for more details:

ServiceNow Docs - Hardware Asset Management (search for Model Normalization within HAM)

United Nations Standard Products and Services Code (UNSPSC)

Question: 23

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

A.The model name is missing from the hardware model record.
B.The model number is missing from the hardware model record.
C.The model product is missing from the hardware model record.
D.The model manufacturer is missing from the hardware model record.

Answer: B

Explanation:

The correct answer is B: The model number is missing from the hardware model record. Here's a detailed justification:

Hardware Model Normalization in ServiceNow HAM aims to standardize hardware asset data for accurate reporting, compliance, and efficient management. A "Partially Normalized" status indicates that some, but not all, of the required data for a hardware model has been successfully matched and populated.

Specifically, the model number plays a critical role in the normalization process. It serves as a unique identifier that connects discovered hardware assets to their corresponding hardware model records in the ServiceNow CMDB. ServiceNow uses the model number to correctly identify and categorize assets. If the model number is missing from the hardware model record, ServiceNow can't perform a complete match, thus resulting in a "Partially Normalized" status.

While manufacturer, product, and model name are also important attributes, the model number is the primary key used in hardware model normalization. If a model name is missing (option A), the asset might not be found during normalization, resulting in a "Not Normalized" status rather than "Partially Normalized". The product category (option C) is a secondary factor. A missing manufacturer (option D) would also prevent a correct match, again leaning towards a "Not Normalized" state.

Therefore, when normalization reaches the "Partially Normalized" stage, it signifies that some aspects are matched (e.g., manufacturer or class) but the definitive link (model number) is missing or inconsistent. The system recognizes a related hardware model but cannot finalize the match due to the absent model number. A missing or incorrect model number often leads to inventory inaccuracies, hindering effective asset tracking, compliance reporting, and software license management. The HAM module prioritizes the model number for proper asset classification.

For further research, refer to the ServiceNow documentation on Hardware Asset Management and Normalization:

ServiceNow Docs - Hardware Asset Management

ServiceNow Docs - Normalization Data Services

Question: 24

What information should be tracked in an asset record? (Choose two.)

A.Physical resources
B.Financial information
C.Operational details
D.Contractual information
E.Logical relationships

Answer: BD

Explanation:

The correct answer is BD, representing Financial Information and Contractual Information, as key elements to track within an asset record in ServiceNow's Hardware Asset Management (HAM). While Physical Resources and Operational Details are important aspects of asset management, they aren't as fundamentally tracked in the asset record itself; they are often derived or related data points. Logical relationships can also be important, but less crucial than financial and contractual aspects for core asset record-keeping.

Financial information, such as the purchase price, depreciation schedule, and total cost of ownership (TCO), is crucial for budgeting, financial reporting, and understanding the return on investment (ROI) of each hardware asset. This data allows for accurate asset valuation and helps in making informed decisions about asset lifecycle management.

Contractual information, including warranty details, lease agreements, and vendor contracts, is essential for managing service level agreements (SLAs), ensuring compliance, and avoiding penalties associated with expired warranties or lease terms. It helps track renewal dates, support terms, and vendor contact information, facilitating proactive maintenance and minimizing downtime.

While ServiceNow HAM leverages information about physical location and operational details to provide a comprehensive view of the asset, the record primarily serves as a repository for the financial and contractual specifics, tying together the lifecycle from procurement to disposal. Operational data might reside in related CMDB records, and physical locations in location records, linked to the asset. This allows for a more structured and efficient management of hardware assets.

Authoritative links for further research:

ServiceNow Documentation on Hardware Asset Management: https://docs.servicenow.com/ (Navigate to the Hardware Asset Management section)
ServiceNow Community Forums: https://community.servicenow.com/ (Search for discussions on asset record best practices)

Question: 25

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

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

Answer: C

Explanation:

Here's a detailed justification for why option C ("No, it cannot") is the correct answer:

The content updates that add hardware lifecycle data to a ServiceNow instance are generally considered foundational and essential for the proper functioning of Hardware Asset Management (HAM). They provide the framework and underlying data structure needed for tracking assets throughout their lifecycle.

Deleting this data would compromise the integrity of the HAM module and lead to inaccuracies in reporting, compliance, and overall asset management. ServiceNow's architecture treats these content updates as core components required for the solution to operate as designed. Removing core data can lead to application errors, unexpected behavior, and a complete breakdown of the asset management processes.

The lifecycle stages, including EOL (End of Life), do not dictate whether the base lifecycle data can be deleted. EOL is just a state within the overall lifecycle. The base data defining the possible lifecycle transitions and attributes is fundamental. Think of it as trying to delete the possible states for a state machine.

In short, the HAM module relies on the data introduced by the content updates. Since content updates are intended to supplement the core platform and application data models, removing such critical elements would fundamentally break the asset lifecycle management functionality within the ServiceNow platform. It's not just about deleting entries; it's about removing the very definitions and structures that enable the functionality in the first place. You can't delete the structure upon which all Hardware Asset Management is based.

Therefore, option C is the only logical and safe answer because deleting the data is not supported, and the data should be considered part of the base platform configuration for HAM after initial population and subsequent updates.

While direct documentation explicitly prohibiting deletion of initial content updates is scarce, the underlying principle is that core data structures are required for the platform and applications to function.

Further Research:

ServiceNow Documentation: Explore the general concepts of content updates and data models: https://docs.servicenow.com/
ServiceNow Community Forums: Search for discussions on content updates and their impact on HAM.

Question: 26

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

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

Answer: D

Explanation:

The correct answer is D, Normalization mappings. Here's a detailed justification:

Hardware Asset Management (HAM) relies heavily on data normalization to ensure data consistency and accuracy across the hardware asset inventory. Normalization mappings are the core feature within the ServiceNow HAM application responsible for translating raw manufacturer and model data into standardized, consistent values. This standardization is critical for accurate reporting, reconciliation, and efficient lifecycle management of hardware assets.

Normalization involves comparing incoming hardware data against a defined set of rules and pre-defined values. These rules are configured within Normalization Mappings. The Normalization Engine then uses these mappings to automatically correct inconsistencies and standardize the data.

Here's why the other options are incorrect:

A. Transform mappings: Transform mappings are primarily used during data import processes to map fields from an external source to the ServiceNow CMDB (Configuration Management Database). While they can perform some basic data transformations, they are not specifically designed for the comprehensive model normalization required by HAM.
B. Mapping assist: Mapping assist tools may assist in the creation of transform maps, but they do not define the normalization logic used by the HAM application. They offer a guided approach for creating mappings, but the core standardization logic still relies on normalization mappings.
C. Normalization transformation: While "normalization transformation" might sound plausible, the specific feature within ServiceNow HAM is termed "Normalization Mappings." It's the named and specific feature that contains rules, and these rules govern how data is standardized.
E. Transform normalization: It's less descriptive. Transform maps, though potentially involved in some data transformation during initial data import, aren't specifically tailored for the comprehensive, ongoing hardware model normalization central to HAM. The specific process central to normalization in HAM leverages normalization mapping feature.

In essence, Normalization Mappings provide the foundation for ensuring that hardware models are accurately identified, categorized, and managed throughout their lifecycle within the ServiceNow HAM application.For further research, you can refer to the official ServiceNow documentation on Normalization Mappings:https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/concept/cmdb_model_normalization.htmlhttps://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/task/t_DefineHardwareNormalizationMappings.html

Question: 27

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

A.Missing transform map
B.Plugin issues
C.Invalid transform map
D.Missing data

Answer: D

Explanation:

The correct answer is **D. Missing data**. Here's a detailed justification:

Normalization in ServiceNow's Hardware Asset Management (HAM) application relies on a data-driven

process to categorize and standardize hardware models. It involves comparing the data received from discovery sources (like SCCM, JAMF, or direct ServiceNow discovery) to a predefined catalog of normalized models. When normalization encounters a "Match Not Found" status, it generally signifies the discovered data lacks the necessary attributes for a successful match against the normalization rules and data within the content service. This lack of data prevents the system from accurately identifying the manufacturer, model, and other defining characteristics needed for categorization.

While transform maps (A & C) are crucial for data ingestion, they are primarily responsible for mapping the incoming data fields to the appropriate ServiceNow fields. A missing or invalid transform map would likely result in data not being ingested or incorrectly populated in the first place, rather than specifically causing "Match Not Found" during normalization. The symptom would be broader data issues.

Plugin issues (B) could hypothetically affect the overall functionality of the HAM module, but they are less likely to be the direct cause of "Match Not Found" errors during the normalization process. Plugins mainly handle system-level integrations and functionalities.

Missing data encompasses several scenarios:

Incomplete Discovery: Discovery tools might fail to gather all required model-identifying data.
Data Cleansing Issues: Pre-normalization data cleansing processes might inadvertently remove critical information.
Legacy Systems: Older hardware might not report sufficient identifying data via discovery.
Custom Hardware: Hardware that isn't commercially available may be missing from the content service and normalization mappings.

The Normalization Data Services application relies on having enough data to find matches against the content service. The content service is updated regularly to include all known models, so missing data on the discovered device is more likely than the content service lacking the model.

Therefore, the most probable cause of "Match Not Found" is the absence of sufficient data to facilitate a match against the normalization rules and reference data.

Authoritative Links for Further Research:

ServiceNow Documentation - Normalization: (Available through the ServiceNow documentation portal after logging in)
ServiceNow Community Forums: Search for "Normalization Match Not Found" for discussions and solutions.
ServiceNow Product Documentation - Hardware Asset Management: (Available through the ServiceNow documentation portal after logging in)

Question: 28

Which values does the "Asset tracking strategy" field provide to affect individual models? (Choose three.)

A.Create consumable asset
B.Don't create assets
C.Merge CI
D.Leave to category
E.Create assets

Answer: ABD

Explanation:

The question asks about the impact of the "Asset tracking strategy" field on individual models in ServiceNow

Hardware Asset Management. The correct answer is A, B, and D, corresponding to "Create consumable asset," "Don't create assets," and "Merge CI." Here's the justification:

1. **Asset tracking strategy** is a configuration setting within ServiceNow's Hardware Asset Management module that controls how assets are created and managed based on specific model categories. It dictates how assets are automatically generated from procurement or other sources.
2. **Create consumable asset:** Choosing this option results in the system treating all items of this model as consumables. An asset record is automatically created for each instance. This is appropriate for items like toner cartridges or cables where individual tracking is important for consumption analysis.
3. **Don't create assets:** Selecting this setting prevents the automatic creation of asset records for items of this specific model. This is suitable for items that don't require individual tracking, such as low-cost peripherals. Tracking the model itself might be sufficient.
4. **Merge CI:** This option impacts the Configuration Item (CI) association with the asset. When chosen, the system attempts to merge information with an existing CI if a match is found during asset creation. This helps maintain data integrity and prevents duplication of CI records. It essentially links an asset record to its corresponding Configuration Item.
5. Options C ("Leave to category") and E ("Create assets") are incorrect. The "Asset tracking strategy" directly acts on the model and does not defer the decision to its category. "Create assets" is partially true, but lacks the granularity. The "Asset tracking strategy" is about how assets are managed, not simply whether they are created or not. "Create consumable asset" is a more specific and accurate option than simply "Create assets".
6. The "Asset tracking strategy" is crucial for optimizing the asset management process and tailoring it to the specific requirements of different hardware models. Proper configuration of this setting ensures accurate tracking, efficient reconciliation, and improved reporting capabilities within ServiceNow.
7. By choosing the appropriate tracking strategy for each model, organizations can minimize administrative overhead, improve data accuracy, and gain better insights into their hardware asset portfolio. It is a key setting in fine-tuning HAM processes to align with the organization's specific tracking needs.

Authoritative Links for Further Research:

ServiceNow Documentation: Search for "Asset tracking strategy" within the official ServiceNow documentation for detailed explanations and configuration instructions. Access requires ServiceNow instance access.
ServiceNow Community: Explore relevant discussions and forum posts on the ServiceNow Community website for practical examples and best practices related to asset tracking strategies. (https://community.servicenow.com)

Question: 29

When activating Hardware Asset Management (HAM) in an instance already running Field Service Management (FSM), how do you configure asset tasks for existing incident, change, and work order flows?

A.No configuration is required: asset tasks automatically activate behind the scenes
B.Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
C.Activate HAM and then re-run the scheduled FSM jobs
D.Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs

Answer: A

Explanation:

The correct answer is A: No configuration is required; asset tasks automatically activate behind the scenes.

Here's why: ServiceNow's Hardware Asset Management (HAM) is designed to seamlessly integrate with existing ServiceNow modules like Field Service Management (FSM), Incident Management, and Change Management. When you activate HAM in an instance that already has FSM running, the system automatically detects the presence of these modules and adjusts its behavior to include asset tasks as a standard part of the existing workflows. This is a core tenet of the ServiceNow platform, focusing on simplifying implementation and reducing manual configuration.

The integration is pre-built and leveraged through ServiceNow's workflow engine. Activating HAM essentially enables additional business rules, workflow activities, and UI policies that automatically extend existing processes to incorporate asset-related actions. For example, when an incident is created for a piece of hardware, activating HAM will enable the system to automatically trigger an asset task related to that incident, such as dispatching a field service technician to repair or replace the asset.

The scheduled job mentioned in option B, "Asset - Create FSM asset tasks," is not the correct approach for this scenario. This job might be used in very specific, less common situations where manual intervention is required for backfilling or resolving discrepancies, but it's not the standard method for initial integration when activating HAM alongside FSM. Similarly, options C and D, which involve manipulating existing FSM scheduled jobs, are not necessary and could potentially disrupt the existing functionality of the FSM module. The automated background activation avoids these complications. ServiceNow strives to achieve minimal disruption through automation and pre-built integrations, and this scenario showcases exactly that.

For further reading on ServiceNow's automated integrations, explore the official ServiceNow documentation on Hardware Asset Management and Field Service Management integration. While the exact implementation details are proprietary, the documentation often highlights the "out-of-the-box" integration capabilities.

Links:

ServiceNow Documentation (General): https://docs.servicenow.com/

Question: 30

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

A.The software allocations remain with the hardware asset and need to be reclaimed manually.
B.The software allocations are automatically returned back into inventory.
C.The software allocations are removed from the asset, but not returned to inventory.
D.The behavior is controlled by the configurable system property glide.ham.retire_reclaim_sw().
E.The behavior is controlled by the configurable system property glide.ham.retire_sw().

Answer: A

Explanation:

The correct answer is A: The software allocations remain with the hardware asset and need to be reclaimed manually. Here's why:

In ServiceNow's Hardware Asset Management (HAM) module, retiring a hardware asset doesn't automatically trigger software reclamation. The system treats the retirement of hardware and the reclamation of software as separate processes. When a hardware asset is retired, the existing software allocations are maintained on

the asset record for auditing and historical purposes. This is essential for maintaining a clear record of software usage throughout the asset's lifecycle.

Automatic return of software licenses isn't the default behavior because there may be a need to audit the software usage even after retirement. It ensures accurate license reconciliation and prevents inadvertent loss of license compliance data. The system administrator or asset manager must manually initiate the software reclamation process. This involves identifying the allocated software and then using the appropriate ServiceNow features (e.g., Software Asset Management workflows, manual updates to software entitlements) to return the software licenses to available inventory. This manual step ensures that the reclamation is deliberate and aligns with the organization's license management policies.

While ServiceNow offers configuration options to automate some aspects of software reclamation, there isn't a standard property that specifically governs software reclamation during hardware retirement. This can be configured using business rules and workflows as part of your implementation.Refer to the official ServiceNow documentation and training materials for more specifics on configuring hardware retirement and software reclamation processes.

Authoritative Links:

ServiceNow Documentation: Search "ServiceNow Hardware Asset Management" and "ServiceNow Software Asset Management" on the ServiceNow documentation portal to find details on retirement and reclamation processes.
ServiceNow Community: Explore the ServiceNow community forums for discussions and best practices related to HAM and SAM.

Question: 31

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

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

Answer: C

Explanation:

The most important contract date to be aware of in Contract Management, especially concerning notifications for Hardware Asset Management (HAM), is the **Expire date**.

The expiration date represents the point at which the contract is no longer valid and its terms, including pricing, support, and usage rights, cease to be in effect. Ignoring this date can lead to significant issues in HAM.

For instance, if a contract supporting hardware maintenance expires without renewal or replacement, hardware failures may result in unbudgeted repair costs or service disruptions. Also, running hardware assets beyond the permitted usage terms defined by the contract after the expiry date may violate compliance regulations and result in substantial penalties.

Notifications related to the expire date ensure organizations have adequate time to plan for contract renewal, renegotiate terms, or find alternative solutions for asset support or licensing. The other dates, while important for overall contract lifecycle management, do not hold the same critical importance as the expire date in directly impacting HAM operations and compliance. Start date indicates when the contract becomes active, Extend date is about extending existing contracts, and Renew date is merely a trigger to start renewal

processes. Missing these other dates doesn't create the same immediate risk as missing an expiry date.

The expire date is central to proactive asset management and risk mitigation in HAM. It's therefore the most critical for triggering notifications within Contract Management systems.

For further research on ServiceNow Contract Management and its role in HAM, refer to the official ServiceNow documentation and training materials:

ServiceNow Documentation: https://docs.servicenow.com/
ServiceNow Training: https://nowlearning.servicenow.com/

Question: 32

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

A.Scanned
B.Not found
C.New
D.Scanned and not expected
E.Scanned and expected
F.Expected and not found

Answer: CDEF

Explanation:

The correct answer is **C. New, D. Scanned and not expected, E. Scanned and expected, and F. Expected and not found.** These statuses directly reflect the reconciliation process between scanned asset data and the Hardware Asset Management (HAM) CMDB. Here's a detailed breakdown:

New: This status indicates that an asset was discovered during the scan but doesn't exist in the CMDB (Configuration Management Database) yet. It signifies a previously unknown asset.

Scanned and not expected: This status highlights assets that were detected by the scan but are not currently tracked in the HAM system. It could mean the asset is retired, misplaced, or improperly provisioned.

Scanned and expected: This is a positive confirmation. It means the scanned asset matches an existing record in the CMDB, indicating that the asset is where it's supposed to be according to the system of record.

Expected and not found: This is a critical status signaling a discrepancy. It means the HAM system expects the asset to exist (it's recorded in the CMDB), but the scan didn't detect it. This could indicate the asset is lost, stolen, decommissioned without updating the system, or has scanning issues.

Authoritative Links:

ServiceNow Documentation - Hardware Asset Management: ServiceNow official documentation provides comprehensive information on Hardware Asset Management functionality, including inventory audit capabilities. Search the ServiceNow documentation portal (requires ServiceNow subscription) for "Hardware Asset Management" or "HAM inventory audit."
ServiceNow Community: This platform allows users to share their experiences and knowledge, which can provide practical insights into HAM implementations. Search for "HAM inventory audit" to see user discussions and best practices.

In contrast, the status 'Scanned' alone, without further qualification of whether it was expected or not,

provides less value for reconciliation purposes. Therefore, it is not included. A general "scanned" status doesn't provide insight into the alignment with inventory records. Similarly, 'Not found' lacks context without specifying what was not found (expected assets or any assets at all). The core of an inventory audit focuses on comparing expected assets with what is actually found and detecting unexpected assets, all of which contribute towards maintaining up-to-date and accurate asset data.

Question: 33

How can you automate the replenishment of stock levels?

A.Transfer Rules
B.Transfer Orders
C.Stock Filters
D.Stock Rules

Answer: D

Explanation:

The correct answer is D, Stock Rules, because they provide the direct mechanism for automated stock replenishment within ServiceNow Hardware Asset Management (HAM). Stock Rules allow you to define conditions that, when met (e.g., stock level falls below a threshold), trigger automated actions, such as creating transfer orders or purchase orders, to replenish the stock. Transfer Rules and Transfer Orders, while related to moving stock, are not directly responsible for automating the decision to replenish. Transfer Orders are manually created or the result of a Stock Rule. Transfer Rules define how stock is moved between locations, but they don't trigger the movement based on stock levels automatically. Stock Filters are used to categorize and manage stock based on attributes, but they don't initiate any replenishment actions. Therefore, the automated triggering and execution of stock replenishment based on predefined conditions is precisely the function of Stock Rules in ServiceNow HAM. It's about proactively managing inventory levels to avoid shortages, a key benefit of cloud-based HAM systems.

For further research, refer to the official ServiceNow documentation on Stock Rules:

ServiceNow Product Documentation: Stock Rules
ServiceNow Community: Hardware Asset Management

Question: 34

What are baseline asset states? (Choose three.)

A.In Stock
B.Consumed
C.Retired
D.Duplicate
E.Exported

Answer: ABC

Explanation:

The correct answer is ABC: In Stock, Consumed, and Retired. These represent fundamental stages in an asset's lifecycle within Hardware Asset Management (HAM) in ServiceNow.

In Stock: This represents the initial state of an asset when it is received or acquired but not yet deployed or assigned to a user. It's a crucial state for managing inventory and preparing assets for distribution. (https://docs.servicenow.com/bundle/utopia-it-asset-management/page/product/hardware-asset-management/concept/hardware-asset-management-overview.html)

Consumed: This indicates that an asset has been used and its value is diminished or depleted. In the context of hardware, this might apply to consumable items or assets that are written off. Consumed assets are usually no longer tracked as actively managed assets.

Retired: This signifies the end of an asset's useful life. Retired assets are no longer in service and are usually disposed of or recycled. It's important for compliance and environmental responsibility to track asset retirement properly. (https://docs.servicenow.com/bundle/utopia-it-asset-management/page/product/hardware-asset-management/task/retire-ham-hardware-assets.html)

Duplicate and Exported, while relevant to asset management operations, are not baseline asset states. Duplicate typically represents a data quality issue (multiple records for the same asset), and Exported refers to a data action, not an asset's state in its lifecycle. The core lifecycle states focus on the asset's status within the organization's inventory and utilization. Thus, In Stock, Consumed, and Retired are the fundamental states reflecting this progression.

Question: 35

What field must an agent complete when resolving an incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

A.Asset and CI Action
B.Asset-CI Task Action
C.Asset Task Action
D.Asset Action

Answer: D

Explanation:

The correct answer is **D. Asset Action**.

When resolving an incident in ServiceNow for Hardware Asset Management (HAM), the "Asset Action" field is crucial for propagating updates to related Configuration Item (CI) and asset records. This field dictates the action taken on the asset as a result of the incident resolution. For example, if an incident was raised due to a faulty laptop, resolving the incident and setting the "Asset Action" to "Retired" would automatically trigger workflows to update the laptop's asset record to "Retired" and update the associated CI to reflect this change.

"Asset Action" acts as a bridge, connecting the incident resolution process to the lifecycle management of the hardware asset. It allows for synchronized updates across the asset management system, ensuring data consistency and accurate tracking of asset status. When an agent resolves an incident related to a hardware asset and selects an appropriate option within the "Asset Action" field (like "Repair," "Replace," "Retire," or "Return to Stock"), the system will automatically update the asset record and corresponding CI. This automation streamlines the asset lifecycle and promotes data accuracy.

Options A, B, and C are less suitable. While they may relate to asset or CI interaction within ServiceNow, they don't directly correlate with the required field that triggers automatic updates to the asset and CI records upon incident resolution. Only option D is directly linked to the asset status change prompted by the incident,

initiating the necessary updates throughout the system.

For further reading on ServiceNow Hardware Asset Management, consult the official ServiceNow documentation:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management")

Question: 36

Which mobile app allows the user to conduct an inventory audit?

A.ServiceNow Agent mobile app
B.Mobile My Inventory
C.Mobile Hardware Asset Management
D.Mobile My Assets
E.ServiceNow Inventory mobile app

Answer: A

Explanation:

The ServiceNow Agent mobile app is the correct answer because it provides the capability to conduct inventory audits within the ServiceNow platform. The ServiceNow Agent mobile app is a comprehensive mobile application that enables field service technicians, agents, and other personnel to manage tasks, access information, and resolve issues while on the go. Key features include task management, incident creation/resolution, knowledge base access, and importantly, the ability to perform barcode scanning and conduct inventory audits for hardware assets.

Options B, C, D, and E are less likely or non-existent. While ServiceNow has capabilities related to mobile asset management and inventory, they are typically functionalities integrated into the core ServiceNow Agent app or specific modules within it. The "Mobile My Inventory" and "Mobile Hardware Asset Management" options sound like standalone apps which is incorrect. "Mobile My Assets" is generic and doesn't pinpoint the capability to audit inventory. "ServiceNow Inventory mobile app" would be a plausible name but it does not exist as a primary application for inventory audits.

The ServiceNow Agent app simplifies the audit process by allowing users to scan asset tags, update asset information directly from the field, and reconcile physical inventory with records in the CMDB (Configuration Management Database). This integration is essential for maintaining accurate asset records and ensuring compliance. ServiceNow constantly improves its platform and may add more functionalities to its offerings.

Furthermore, ServiceNow's mobile strategy centers around empowering users with a centralized platform for different tasks. The ServiceNow Agent mobile app represents the cloud computing principle of accessibility, enabling users to access essential business applications and perform tasks from anywhere with an internet connection. Therefore, by leveraging the Agent mobile app, ServiceNow customers can efficiently manage hardware assets and reduce discrepancies between physical inventory and system records.

ServiceNow Agent Mobile App DocumentationHardware Asset Management Documentation

Question: 37

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

A.You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on

your expected inventory list.

B.You expected 10 assets in your inventory and scanned these 10 assets during your audit.

C.You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.

D.You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

Answer: B

Explanation:

The answer "B. You expected 10 assets in your inventory and scanned these 10 assets during your audit" is the correct interpretation of the "Scanned and expected" audit result in ServiceNow's Hardware Asset Management module. This status signifies a successful match between the assets you anticipated finding during the audit and the assets that were actually discovered by the scanning process.

Specifically, the "expected" part of the message implies that the system had a record of these 10 assets beforehand – they were already registered in the ServiceNow CMDB (Configuration Management Database) or another inventory source integrated with ServiceNow. The "scanned" part indicates that during the audit, the scanning tools (e.g., Discovery, SCCM integration, etc.) identified these same 10 assets. The system then successfully correlated the scanned data with the existing records. No discrepancies were found; all the assets expected to be present were indeed found.

Options A, C, and D all present scenarios where there is a mismatch between the expected inventory and the scanned results. Option A suggests that the scanned assets are not on the expected inventory list, contradicting the "expected" part of the result. Option C suggests that the scanned assets lack a record in ServiceNow, also contradicting the "expected" part. Option D is similar to option A, focusing only on a mismatch between the scanned results and expected items and therefore is incomplete. The key is the harmonious confirmation, where the system verifies the expected inventory with the scan and accurately corroborates there is no missing data. Therefore, option B is the most accurate.

For further research on ServiceNow Hardware Asset Management and asset audits, refer to the official ServiceNow documentation:

ServiceNow Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management" and "Asset Audits").

Question: 38

During an audit, when is the Expected Assets list populated in the asset audit form?

A.When the nightly scheduled job runs

B.When scanning completes

C.When scanning begins

D.Pre-populated by the asset manager before audit

E.When the asset manager Submits the results

Answer: C

Explanation:

The correct answer is **C. When scanning begins.**

Here's a detailed justification:

The "Expected Assets" list in the asset audit form is populated when a discovery source (such as ServiceNow

Discovery or an integration with a third-party tool like SCCM) initiates a scan of the network or environment. The purpose of the "Expected Assets" list is to provide a baseline against which the actual discovered assets can be compared. This comparison helps in identifying discrepancies, such as assets that are expected but not found (potential compliance violations, missing inventory), and assets that are found but not expected (rogue devices, unauthorized software installations).

When scanning begins, the discovery source uses predefined criteria (IP address ranges, operating systems, installed software, etc.) to identify and collect information about assets on the network. Based on this initial scan, the system can generate a list of assets that should be present, according to the configuration items that fall within the scan's scope.

Option A, "When the nightly scheduled job runs," is incorrect because while scheduled jobs can trigger discovery and asset creation, the expected assets list specifically related to an audit is populated during the initiation of the audit-related discovery scan.

Option B, "When scanning completes," is less accurate. Populating the list after completion defeats the purpose of comparing expected versus actual during the audit. The "expected" list acts as a starting point.

Option D, "Pre-populated by the asset manager before audit," could potentially be part of the audit process, but the primary method for establishing the "Expected Assets" list is derived from the scan itself to ensure objectivity and automated asset population. Manually creating or importing an expected asset list prior to the audit wouldn't necessarily align with the dynamically changing nature of IT environments or incorporate the specific details captured during a scan.

Option E, "When the asset manager submits the results," is incorrect because the expected asset list is needed before submitting the results to allow for comparison and validation.

The value of generating the "Expected Assets" list at the start of the audit process is that it provides a framework for comparing the expected state with the actual state, which is a crucial step in ensuring data accuracy and addressing any discrepancies in the asset data, ultimately helping organizations to improve their asset management practices and maintain accurate inventory records. Therefore, population at the beginning of the scan is most logical and efficient.

Here are authoritative links that indirectly support this concept within the broader ServiceNow context (though not explicitly addressing this exact scenario). Understanding Discovery and Service Mapping helps contextualize how ServiceNow identifies assets.

ServiceNow Discovery: https://www.servicenow.com/products/discovery.html
ServiceNow Service Mapping: https://www.servicenow.com/products/service-mapping.html (Service Mapping utilizes Discovery, hence its relevance)

Question: 39

Which of the following are valid substates of the Retired state? (Choose four.)

A.Disposed
B.Donated
C.Vendor Credit
D.Destroyed
E.Pending Disposal
F.Sold

Answer: ABCF

Explanation:

The correct answer identifies valid substates within the "Retired" state of a Hardware Asset in ServiceNow's Hardware Asset Management (HAM) module. Let's break down why ABCF (Disposed, Donated, Vendor Credit, Sold) are correct and why DE (Destroyed, Pending Disposal) are not typically direct substates of "Retired."

The "Retired" state in HAM generally signifies that an asset is no longer in active use by the organization. After retirement, the asset's final disposition needs to be tracked.

A. Disposed: This directly indicates the asset has been removed from the organization's possession. Disposal methods vary, but the key point is the asset is gone.

B. Donated: The asset has been given away, usually to a non-profit or charity. This represents a specific form of disposal.

C. Vendor Credit: The asset was returned to the vendor, and the organization received credit in return. This is a financial resolution following retirement.

F. Sold: The asset was sold to a third party, generating revenue for the organization. This also represents a final disposition after retirement.

D. Destroyed: While destruction is a valid disposal method, in ServiceNow, it might be considered a lower-level detail within the "Disposed" substate. The act of destroying would likely trigger a move to Disposed. It may not typically be modeled as a direct, top-level substate of Retired.

E. Pending Disposal: This implies that the asset has been retired but its disposal is not yet finalized. While a transition state leading to a disposal substate is possible, it is rarely presented as a substate of Retired, which denotes completion. Pending disposal might be a separate state altogether, preceding Retirement.

In essence, ABCF represent final outcomes and documented ways an asset can be handled after it has reached the "Retired" state. DE are often considered intermediate actions or descriptive details within the other final states (like Disposal). Therefore, ABCF are the most fitting and commonly used substates for the Retired state.For further research, consult ServiceNow's official documentation on Hardware Asset Management. Look for the section describing the asset lifecycle and its different states and substates. While precise configurations can vary based on organizational needs and specific ServiceNow implementations, this explanation reflects common and recommended practices.

Question: 40

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?
• Assigned to
• Model
• Model category
• State
• Stockroom
• Substate

A.The stock manager must create a separate model record if the cost per item is more/less

B.The data is automatically merged to create a blended quantity and cost

C.The data is automatically created in a new record if the cost per item is more/less

D.The stock manager must merge the consumable records to create a blended quantity and cost

Answer: B

Explanation:

The correct answer is **B. The data is automatically merged to create a blended quantity and cost.**

Here's a detailed justification:

ServiceNow's Hardware Asset Management (HAM) module is designed to efficiently manage and track hardware assets and consumables within an organization. When a stock manager receives a new delivery of consumables, the system evaluates existing stockroom records based on key identifying fields. In this scenario, the specified fields (Assigned to, Model, Model category, State, Stockroom, Substate) act as unique identifiers for a particular consumable item within a specific stockroom location.

If all these fields match an existing stockroom record, it signifies that the newly received consumables are identical to those already in stock at that location. Instead of creating duplicate records for the same item, ServiceNow's default behavior is to automatically merge the newly received quantity with the existing stock level. This aggregation ensures accurate inventory counts and avoids data redundancy. The system will also calculate a blended cost, which is a weighted average of the existing cost and the cost of the newly received items. This blended cost provides a more accurate representation of the current value of the inventory.

Option A is incorrect because the system doesn't force creating a new model record based on the cost. Model records define the type of item, not its specific cost fluctuations within the stockroom. Option C is incorrect because the system merges the records and doesn't create new records. Option D is incorrect because the process is automatic, and the stock manager isn't required to manually merge records. ServiceNow automates this process for efficiency. The automatic merging functionality is a core component of ServiceNow's stock management capabilities, promoting efficient tracking of assets.

In essence, the described behavior aligns with the core principles of inventory management and is embedded within ServiceNow's HAM module to streamline stockroom operations.

Question: 41

How does an end user determine what consumables they have consumed?

A.Navigate to Self-Service > My Consumables
B.Navigate to Self-Service > My Assets
C.Navigate to Asset > Hardware Asset Dashboard
D.Navigate to Self-Service > My Hardware Asset Dashboard

Answer: B

Explanation:

The correct answer is **B. Navigate to Self-Service > My Assets**. This is because ServiceNow's "My Assets" section within the Self-Service portal provides a consolidated view of all assets associated with a particular end-user. Consumables are tracked as assets in ServiceNow, though their lifecycle differs from fixed assets. An end user needs a single place to review all the items checked out or assigned to them to manage effectively.

Option A (Self-Service > My Consumables) is often not a standard, out-of-the-box menu option in ServiceNow instances. While configurable, it doesn't exist by default. Option C (Asset > Hardware Asset Dashboard) and option D (Self-Service > My Hardware Asset Dashboard) are generally meant for asset managers or administrators who need a holistic view of the entire hardware asset landscape, not individual consumption. The "My Assets" area concentrates on user-specific allocated assets.

Therefore, to find out which consumables have been consumed (meaning they were checked out and presumably used), the end-user should navigate to the "My Assets" section. There, the user can view all

assigned assets, including consumable items. Keep in mind that whether or not a consumable shows as "consumed" depends on the workflow and how the asset management team has configured the asset lifecycle state transitions. If the user checks out a consumable, and it's not returned, it's marked as consumed.

For general information about assets in ServiceNow, consult the official ServiceNow documentation. (Unfortunately, specific direct links to "My Assets" functionality can vary based on version and configuration; however, searching the ServiceNow docs for "asset management self-service" or "my assets" will reveal helpful information).

Ultimately, the best place for end users to see assigned/consumed items, including consumables, is generally the "My Assets" or similar user-centric asset overview page found within the Self-Service portal.

Question: 42

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

A.Each asset should be listed as a transfer order line on the transfer order
B.Each asset should be listed in a transfer order task on the transfer order
C.Each asset should be listed as a transfer order line on the transfer order task
D.Each asset should be listed in an individual transfer order

Answer: A

Explanation:

The correct answer is A: Each asset should be listed as a transfer order line on the transfer order. This is because transfer orders in ServiceNow Hardware Asset Management (HAM) are designed to manage the movement of items, including hardware assets, between locations, typically stockrooms.

Each transfer order represents a request to move one or more assets from a source location to a destination location. To track individual assets within that move, you use transfer order lines. Each line item specifies the specific asset (or quantity of a particular asset type) being transferred. These lines provide granular control and tracking for each asset included in the transfer.

Option B is incorrect because transfer order tasks are usually for steps in the transfer process itself, not the assets being transferred. Tasks might include things like "Pick items," "Pack items," or "Receive items," and these tasks would apply to the entire transfer order, not individual assets directly.

Option C is incorrect because there's generally no direct entity named "transfer order line on the transfer order task" within the standard ServiceNow HAM architecture. Transfer order lines are directly associated with the transfer order itself.

Option D is inefficient. Creating an individual transfer order for each asset would generate excessive overhead and management complexity. Transfer orders are designed to handle multiple assets in a single transaction, making it more efficient.

Using transfer order lines keeps the transfer process organized, traceable, and auditable. This approach is the most efficient and aligns with best practices for managing asset movements within ServiceNow HAM.

For further reading on ServiceNow Transfer Orders and Hardware Asset Management, consult the official ServiceNow documentation. Look specifically for information on stock management, transfer orders, and managing hardware assets across locations:

ServiceNow Documentation: Search within the ServiceNow documentation portal (requires a ServiceNow

account) for "Transfer Orders", "Stock Management", and "Hardware Asset Management". This is the most authoritative source.

Question: 43

What happens to the associated assets when you cancel a transfer order line on a transfer order?

A.The asset(s) on the order line are released, but their state remains Pre-allocated
B.The asset(s) on the order line are released and they can be attached to another transfer order
C.All assets on the transfer order are released, but their state remains Pre-allocated
D.A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
E.All assets on the transfer order are released and they can be attached to another transfer order

Answer: B

Explanation:

The correct answer is B: The asset(s) on the order line are released and they can be attached to another transfer order.

Here's why:

When a transfer order line is cancelled in ServiceNow HAM, the system reverses the allocation of the specified assets. This means that the previously reserved or 'Pre-allocated' state of the asset tied to that specific cancelled line is removed. The asset is then freed up and becomes available for other uses, including allocation to another transfer order.

This behavior is crucial for maintaining inventory accuracy and efficient asset utilization within the Hardware Asset Management system. Without it, cancelled transfer orders would indefinitely lock assets, creating bottlenecks and inaccurate reporting. The purpose of a transfer order is to move an asset and the system's action upon cancellation reflects that a move is no longer intended, therefore the asset should be freed.

Options A and C are incorrect because they state the assets remain in a Pre-allocated state. This contradicts the action of cancellation, which aims to reverse the allocation. Option D incorrectly asserts that a transfer order line cannot be cancelled in the state of Ready for Fulfillment. This isn't true, although specific workflows and configurations might restrict cancellation at certain stages. Option E incorrectly claims that all assets on the transfer order are released. Only the assets on the cancelled transfer order line are released.

The behavior described aligns with the core principles of asset lifecycle management, ensuring assets are accurately tracked, efficiently utilized, and readily available when needed.

While direct ServiceNow documentation explicitly addressing this precise scenario may be hard to pinpoint, the following resources provide context on transfer order functionality and asset states:

ServiceNow Product Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management," "Transfer Orders," and "Asset States")
ServiceNow Community Forums: https://community.servicenow.com/ (Search for related discussions on transfer orders and asset management)

These resources will give deeper understanding of the system's intended behaviors.

Question: 44

When transferring non-consumable assets between stockrooms, how must they be transferred?

A.In sets of two items
B.No more than 10% of the source stockroom's inventory
C.As a single entity with a quantity of one
D.In groups of ten items

Answer: C

Explanation:

The correct answer is C: "As a single entity with a quantity of one."

Here's a detailed justification: Hardware Asset Management (HAM) within ServiceNow focuses on tracking and managing individual hardware assets throughout their lifecycle. Non-consumable assets, like laptops, monitors, or servers, are treated as distinct, identifiable items. When transferring such assets between stockrooms in ServiceNow, the system requires each asset to be moved as a single unit. This maintains accurate tracking of the asset's location and status. Each hardware asset has a unique identifier (e.g., serial number), and ServiceNow uses this identifier to manage the asset's details, including its current location, ownership, and warranty information.

Transferring a non-consumable asset as a single entity ensures that its associated information remains intact during the movement process. Options A, B, and D, implying transfers in bulk or based on percentage, would compromise the individual tracking capabilities essential for effective HAM. ServiceNow's design prioritizes maintaining a one-to-one relationship between a hardware asset record and the physical item it represents. Consequently, transfers must occur on a per-asset basis. This approach facilitates accurate audits, helps prevent loss or misplacement of assets, and supports informed decision-making related to hardware procurement and deployment. The underlying principle aligns with maintaining data integrity and accuracy within the ServiceNow platform for HAM activities. Failing to track assets individually can lead to discrepancies in inventory, inaccurate reporting, and compliance issues.

For further research and verification of these principles, consult the official ServiceNow documentation on Hardware Asset Management and Stockroom Management:

ServiceNow Documentation: [Search on the official ServiceNow documentation site for "Hardware Asset Management" and "Stockroom Management"] (Replace with the actual link to ServiceNow's official documentation, as the structure may vary. I cannot provide a direct, official link because of the changing nature of ServiceNow's documentation.)

This resource will provide the most up-to-date and accurate information regarding best practices for managing hardware assets and transferring them within the ServiceNow environment.

Question: 45

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

A.Certificate of discharge
B.Certificate of decommission
C.Certificate of destruction
D.Certificate of disposal
E.Certificate of retirement

Answer: D

Explanation:

The correct answer is **D. Certificate of Disposal**.

Here's a detailed justification:

When disposing of IT assets, especially through a vendor, it's crucial to maintain a comprehensive record for auditability and compliance. This documentation serves as proof that the disposal process adhered to relevant environmental, regulatory, and legal standards. These standards often mandate responsible handling of electronic waste (e-waste) to prevent pollution and ensure data security.

A Certificate of Disposal explicitly confirms that the IT asset was properly disposed of by a certified vendor. It usually includes details about the vendor, the asset's unique identifier (e.g., serial number), the disposal method used (e.g., recycling, shredding), and confirmation that any sensitive data has been securely wiped or destroyed. It is a legally binding document that demonstrates due diligence in following environmental and data protection laws like GDPR, HIPAA, or environmental regulations like WEEE or RoHS, depending on the asset and the geographic location.

Certificates of discharge, decommission, retirement, or destruction might be components within the overall disposal process, but a Certificate of Disposal is the overarching document that summarizes the entire process and verifies that the IT asset has been handled appropriately from an environmental, regulatory, and legal standpoint. It provides a consolidated attestation of responsible disposal. It assures stakeholders that the organization has taken appropriate steps to mitigate risks associated with asset disposal.

Therefore, attaching a Certificate of Disposal to the retired asset's record is the best way to demonstrate compliance and adherence to relevant standards. It is a comprehensive record that covers environmental, regulatory, and legal requirements related to the asset's end-of-life management.

For further research on e-waste management and responsible IT asset disposal, consider the following resources:

United States Environmental Protection Agency (EPA): https://www.epa.gov/
Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and Their Disposal: http://www.basel.int/
WEEE Directive (Europe): Search for "WEEE directive" on the European Commission website.
ISO 14000 family - Environmental management: https://www.iso.org/iso-14001-environmental-management.html

Question: 46

You may adjust a contract when it is in which of the following states? (Choose two.)

A.Active
B.Extended
C.Canceled
D.Expired
E.Renewed

Answer: AD

Explanation:

The correct answer is **A. Active** and **D. Expired**. Here's the justification:

In ServiceNow Hardware Asset Management (HAM), contracts represent agreements for hardware assets. The contract's state significantly influences what actions are permitted. You can generally adjust a contract while it's **Active** because it reflects ongoing service or obligations. Adjustments may be needed to reflect changes in service levels, asset quantities, pricing, or other contractual terms. An active contract signifies that both parties are bound by its stipulations, making modifications relevant and permissible.

An **Expired** contract can also sometimes be adjusted, particularly when the changes relate to historical data or reconciliation purposes. For example, if the contract expiry caused discrepancies in the HAM data, you might want to alter it. This is especially true for audit trails and historical accuracy of asset lifecycle events, like depreciation or retirement. Furthermore, adjustments to expired contracts may be necessary to settle any residual obligations or disputes arising during the contract's active period.

A contract in the **Extended** state indicates that the original term has been prolonged. While effectively still active, this state is less commonly directly modified for fundamental term adjustments, as the extension typically follows a pre-defined renewal process. The **Canceled** state signifies a termination of the agreement, rendering adjustments largely irrelevant, as future actions are generally no longer governed by the contract. Modifying a **Renewed** contract is not typical because the system usually creates a new, distinct contract record for the renewed terms. Adjustments would ideally be made to the new contract record instead.

In essence, adjustments are primarily allowed during the contract's lifespan (Active) or for reconciliation/historical accuracy purposes after its termination (Expired), ensuring accurate asset tracking and financial reporting within the Hardware Asset Management system.

For further research, consult the official ServiceNow documentation:

ServiceNow Product Documentation: https://docs.servicenow.com/ (Search for "Hardware Asset Management," "Contracts," and "Contract States")
ServiceNow Community Forums: https://community.servicenow.com/ (Search for relevant discussions on contract management and HAM)

Question: 47

Which catalogs support the request and procurement process? (Choose three.)

A.Product Catalog
B.Vendor Catalog
C.Asset Catalog
D.Service Catalog
E.Procurement Catalog

Answer: ABD

Explanation:

The correct answer identifies the catalogs that drive the request and procurement process within ServiceNow Hardware Asset Management (HAM). Let's break down why each chosen option is correct and why the others aren't:

A. Product Catalog: This catalog contains detailed specifications and pricing for hardware items. It's crucial for users to select specific hardware models (laptops, servers, etc.) when making requests, triggering the procurement process.
B. Vendor Catalog: The Vendor Catalog lists approved suppliers and their associated products. It's essential for linking hardware requests to specific vendors, enabling procurement teams to source and purchase the required items from the designated suppliers.

D. Service Catalog: The Service Catalog provides a user-friendly interface for requesting hardware-related services, like new laptops or hardware upgrades. These requests often initiate the procurement of new hardware assets if not available in existing stock.

Now, let's consider why the other options are incorrect:

C. Asset Catalog: The Asset Catalog focuses on the existing hardware assets within the organization. It tracks their location, status, and ownership. While relevant to HAM overall, it's not directly involved in the initial request and procurement process of new hardware. Instead, it documents what already exists.
E. Procurement Catalog: While technically a catalog associated with procurement activities, it's not as central to ServiceNow HAM's initial requisitioning process as the Product and Vendor Catalogs. The process starts with identifying the specific product needed from the Product Catalog and which Vendor can supply it, before becoming a specific Procurement activity.

Therefore, the Product Catalog defines what the user needs, the Vendor Catalog specifies from whom it should be purchased, and the Service Catalog provides the request portal to initiate the process, making them the three most critical catalogs in the hardware request and procurement workflow.

Here are some authoritative links for further research:

ServiceNow Documentation on Service Catalog: https://docs.servicenow.com/bundle/quebec-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogManagement.html
ServiceNow Documentation on Procurement: https://docs.servicenow.com/bundle/sandiego-it-service-management/page/product/procurement/concept/c_Procurement.html

Question: 48

What are the three types of catalogs in ServiceNow? (Choose three.)

A.Product Catalog
B.Consumable Catalog
C.Asset Catalog
D.Vendor Catalog
E.Service Catalog

Answer: ADE

Explanation:

The correct answer identifies the three main types of catalogs in ServiceNow: Product Catalog, Vendor Catalog, and Service Catalog.

Service Catalog (E): This is the most widely used and fundamental catalog. It allows users to request services, software, hardware, and other items or fulfill requests, all via a user-friendly interface. It is organized into categories and subcategories to facilitate easy navigation. The Service Catalog is the primary entry point for users to initiate requests.

Product Catalog (A): The Product Catalog stores information about specific products offered by the organization. This includes details such as product names, descriptions, models, and specifications. The Product Catalog serves as a repository of details that can be referenced in different areas of the instance, like asset management or service catalog items.

Vendor Catalog (D): The Vendor Catalog contains information about vendors from whom goods and services are purchased. It stores vendor contact details, agreements, and associated information. This catalog helps manage relationships with vendors and track vendor-specific information, assisting in procurement and

sourcing activities.

Consumable Catalog and Asset Catalog are not the three types of catalogs in ServiceNow. These items will fall under the service catalog.

Refer to the ServiceNow documentation for more details:

Service Catalog: https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/use/service-catalog/concept/c_ServiceCatalog.html
Product Catalog Management:https://docs.servicenow.com/bundle/vancouver-it-asset-management/page/product/product_catalog/concept/c_ProductCatalogManagement.html

Question: 49

The Stock Rule Runner scheduled job replenishes stock in a stockroom_____.

A.When stock is less than the threshold specified in the stock rule
B.By creating a purchase orders to restock from other stockrooms
C.By creating transfer orders to restock from other stockrooms
D.By notifying the stockroom manager of new transfer orders

Answer: A

Explanation:

The correct answer is A: When stock is less than the threshold specified in the stock rule. Here's a detailed justification:

The ServiceNow Hardware Asset Management (HAM) module aims to automate and streamline the tracking and management of hardware assets throughout their lifecycle. A crucial part of this is ensuring sufficient stock levels in stockrooms to fulfill requests and maintain operational efficiency. Stock rules are configured to define how and when stock should be replenished. The Stock Rule Runner scheduled job is the mechanism responsible for automating this replenishment process based on the defined stock rules.

The core function of the Stock Rule Runner job is to evaluate the stock levels in each stockroom against the thresholds defined in the associated stock rules. These thresholds typically include a minimum quantity that triggers a replenishment order. When the current stock level falls below this threshold, the Stock Rule Runner executes the actions defined in the stock rule, which would most commonly be initiating a process to replenish the stock. The stock rule configuration defines how the stock should be replenished, often by creating a transfer order or purchase order, but the trigger always originates from the stock falling below the threshold.

While purchase orders and transfer orders might be part of the replenishment process, they are not the direct triggers. The scheduled job doesn't inherently create purchase orders from other stockrooms (option B) or transfer orders (option C) independently of the stock rule definition. Similarly, notifying the stockroom manager (option D) might be part of a workflow, it's not the fundamental trigger for the Stock Rule Runner's operation. The primary function, guided by the stock rule, is to monitor stock levels and initiate actions when they fall below defined thresholds.

Therefore, the Stock Rule Runner focuses on checking stock levels against the predefined thresholds within stock rules, and acting accordingly when the stock is low.

Authoritative Links:

ServiceNow Documentation on Stock Rules: https://docs.servicenow.com/bundle/utah-it-asset-

management/page/product/hardware-asset-management/task/create-stock-rule.html (Replace "utah" with your ServiceNow version if needed).
ServiceNow Community Forums: Search for "Stock Rule Runner" and "Hardware Asset Management" on the ServiceNow Community to find discussions and best practices.

Question: 50

When creating a list report that groups all assets by product model, which table is used?

A.alm_asset
B.alm_model
C.alm_model_category
D.alm_hardware

Answer: A

Explanation:

The correct answer is A (alm_asset). Here's why:

The goal is to group assets (physical hardware items) by their product model. The table is the central table in ServiceNow's Hardware Asset Management module that stores information about individual assets deployed in the environment. It includes details like asset tag, serial number, location, and importantly, a reference field to the specific model of the asset.

To group assets by product model, you need to start with the table because that table is directly linked to individual asset records. You can then use the 'Group by' functionality within the report builder on the table, selecting the "Model" field to group the assets accordingly.

Option B (alm_model) stores the definitions of the product models themselves (e.g., "Dell Latitude 5520"). While crucial for understanding what the model is, it doesn't contain information about which assets are of that model. You use the model table as reference in the asset table.

Option C (alm_model_category) stores the categories of models, such as "Laptop," "Desktop," or "Server". This table is useful for classifying models but doesn't link directly to individual assets.

Option D (alm_hardware) is a child table of the table. It inherits the base asset fields and stores hardware-specific attributes. Because inherits from , it also contains the reference to the product model, but starting with the table is the broader and generally recommended approach as it encompasses all asset types, not just hardware. While you could technically create the report from , is more comprehensive.

Therefore, is the primary table to use when creating a list report to group all assets by product model. It allows you to access individual asset records and link them back to the respective product model defined in the table.

Supporting resources:

ServiceNow Docs on Asset Management: https://docs.servicenow.com/bundle/utopia-it-asset-management/page/product/asset-management/concept/c_AssetManagement.html
ServiceNow Docs on Reporting: https://docs.servicenow.com/bundle/utopia-platform-administration/page/use/reporting/concept/c_Reporting.html

Question: 51

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

A.Create a single asset via barcode scan

B.Receive one or multiple assets from a purchase order

C.Create multiple assets listed on a contract PDF scan

D.Create a single asset via Name search

Answer: AB

Explanation:

The correct answer is **AB**. Here's a detailed justification:

A. **Create a single asset via barcode scan:** The ServiceNow Agent mobile application is designed to facilitate field operations and asset management tasks on the go. One key feature is the ability to scan asset barcodes. When a user scans a barcode using the Agent mobile app, it leverages the device's camera to capture the barcode data. This data is then used to either identify an existing asset in the ServiceNow instance or, if the asset doesn't exist, to create a new asset record populated with the barcode information (e.g., serial number, asset tag). This feature greatly simplifies and accelerates the asset creation process, particularly for single assets being deployed or updated.

B. **Receive one or multiple assets from a purchase order:** The Agent mobile app also integrates with ServiceNow's procurement and receiving functionality. When a purchase order (PO) is received, users can use the Agent mobile app to scan the assets being received against the items listed on the PO. This allows for quick and efficient confirmation that the correct assets have been delivered. The app can then create or update asset records in ServiceNow based on the information contained in the PO. This streamlined process improves accuracy and reduces manual data entry during the asset receiving process. When receiving assets from a PO, it's possible to receive one asset at a time or receive multiple assets at once, confirming them against the PO lines and generating the corresponding asset records in ServiceNow.

C and D are incorrect. While ServiceNow can handle contracts and name searches, the Agent mobile app doesn't directly support creating assets from contract PDF scans or creating assets primarily from a name search within the app during initial asset creation. Although name searches can help find existing assets in the app. Typically contract integration is something configured through a customized integration using integrations hub or other middleware integrations.

In summary: The Agent mobile application streamlines the creation of assets by allowing field technicians to scan asset barcodes for individual creation and to receive multiple assets against purchase orders, ensuring accurate and efficient asset onboarding into the ServiceNow platform.

Authoritative Links for further research:

ServiceNow Documentation - Hardware Asset Management: https://docs.servicenow.com/bundle/utca-hardware-asset-management/page/product/hardware-asset-management/concept/hardware-asset-management-overview.html
ServiceNow Agent Mobile App: Check the ServiceNow documentation specific to the Agent mobile application to see the features regarding asset scanning and receipt confirmation. (Search in ServiceNow docs for "ServiceNow Agent App" and then drill down to sections about hardware assets).

Question: 52

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are

reported as Match Not Found. What are potential causes of this? (Choose three.)

A.You have opted out of the Content Service
B.The content is not available from the Content Service
C.Your model form contains a good Model number, but a bad model Name
D.Something on your model form may be badly formatted
E.The content has not been downloaded from the Content Service

Answer: BDE

Explanation:

The "Match Not Found" status in the Hardware Asset dashboard's Model Management tab indicates that ServiceNow couldn't automatically reconcile your hardware models against the ServiceNow Content Service library. Here's why options B, D, and E are potential causes:

B. The content is not available from the Content Service: The ServiceNow Content Service is a subscription-based service providing a vast, regularly updated library of hardware and software models. If a particular model isn't present in this library, for example, due to being a very niche or recently released device, a match can't be found. ServiceNow relies on this content for normalization and enrichment. Without it, manual matching becomes necessary.

D. Something on your model form may be badly formatted: The matching process relies on accurate and consistently formatted data. If fields like "Model number" or "Manufacturer" contain typos, incorrect characters, or are formatted differently than how they appear in the Content Service (e.g., extra spaces, inconsistent capitalization), the automatic matching algorithm can fail. Data cleansing and standardization are critical for successful hardware asset management.

E. The content has not been downloaded from the Content Service: Even if your organization subscribes to the Content Service, the models in the ServiceNow instance must be downloaded from the content service. If the download schedule is not in place, and you have new hardware models in the system, the match will not be found. The automated reconciliation process won't work without current data downloaded to your instance.

Option A is incorrect because opting out of Content Service would likely prevent any matching at all, not just occasional failures. Option C is incorrect because having a bad model name is unlikely to lead to failure, the content service relies heavily on model number.

Authoritative Links:

ServiceNow Documentation: Hardware Asset Management: https://docs.servicenow.com/ (Search for "Hardware Asset Management Overview," "Content Service," "Model Management")

Question: 53

Which of the following are components of the asset request structure? (Choose three.)

A.Procurement orders
B.Transfer orders
C.Stock order tasks
D.Purchase orders
E.Catalog tasks

Answer: BDE

Explanation:

The correct answer, BDE, highlights the components within ServiceNow's Hardware Asset Management (HAM) asset request structure that are specifically triggered as part of fulfilling a hardware asset request. Let's break down why each component is important.

B. Transfer Orders: These are essential for moving existing hardware assets from one location or user to another. Within the asset request process, if an existing asset is available and suitable for the request, a transfer order initiates the movement of that asset, updating its location and ownership details in the ServiceNow system. This leverages existing resources efficiently and maintains an accurate asset inventory.

D. Purchase Orders: If the requested hardware asset is not available within the existing inventory, a purchase order is generated to acquire the new asset. This component seamlessly integrates with procurement processes. The system automatically generates the PO, which is then routed through approval workflows before initiating procurement from a vendor. Purchase orders maintain a clear audit trail for new hardware acquisitions.

E. Catalog Tasks: These are action items created within the ServiceNow service catalog to manage the fulfillment of the asset request. Tasks could include activities such as asset preparation (imaging, software installation), configuration, and delivery. Catalog Tasks provide a structured way to orchestrate and track the various steps required to fulfill the user's hardware request, ensuring accountability and control.

Why A and C are incorrect: Procurement orders are related to requesting items but aren't directly part of fulfilling asset requests. Stock order tasks are related to maintaining inventory levels but aren't directly involved in the asset request fulfillment process itself.

Here are some resources to review:

ServiceNow Documentation - Hardware Asset Management: This is the primary source for information on HAM functionalities. https://docs.servicenow.com/ (Navigate to the latest version and search for Hardware Asset Management).
ServiceNow Community Forums: Excellent for practical examples and discussions.
https://community.servicenow.com/

Question: 54

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

A.Help the asset manager generate reports
B.Show the value from maintaining inventory
C.Help the stock manager process transfer orders
D.Show the value from bulk purchasing
E.Help the asset manager process purchase orders

Answer: B

Explanation:

The Inventory tab within the Hardware Asset Management (HAM) dashboard in ServiceNow primarily aims to demonstrate the value and benefits derived from meticulously maintained and managed hardware inventory. While options A, C, and E touch upon tasks related to asset management, they don't represent the core purpose of the Inventory tab's visibility.

Option A, generating reports, is a function that can be performed using the data displayed on the inventory tab, but it's not the primary goal of the tab itself. The tab presents the data that then allows for reporting.

Option C focuses on stock manager responsibilities and transfer orders, which are processes related to logistics, but again, it's a function enabled by accurate inventory data rather than the tab's inherent purpose.

Option D highlights bulk purchasing, which indirectly impacts inventory value but isn't directly presented or showcased on the Inventory tab. The Inventory tab doesn't directly deal with purchase order analysis or efficiency derived from bulk procurement, which is often found in procurement sections of the tool.

Option E, processing purchase orders, is also a related but distinct function. The Inventory tab deals with what exists in the inventory.

The correct answer, B, emphasizes the tangible and intangible value gained from having a well-controlled and visible inventory. This includes reduced risks of compliance issues, optimized hardware utilization, reduced unnecessary spending, and informed decision-making based on accurate data. The Inventory tab visually and statistically presents inventory metrics to highlight how efficient hardware asset management leads to financial savings, operational improvements, and overall organizational benefits. By presenting the data and metrics that showcase inventory control, it makes the "value" visible.

For further research, consult the official ServiceNow documentation on Hardware Asset Management dashboards and reporting:

ServiceNow Documentation: Check the ServiceNow documentation for details on the Hardware Asset Management module and the functionalities of the dashboard: https://docs.servicenow.com/ (search for "Hardware Asset Management dashboard")

Question: 55

What do certification filters define?

A.The percentage of tasks required for the certification to be considered complete
B.When the certification is performed
C.The assets to be certified
D.What fields are displayed for certification

Answer: C

Explanation:

The correct answer is C: The assets to be certified.

Certification filters in ServiceNow Hardware Asset Management (HAM) define the criteria for selecting the specific assets that will undergo the certification process. Think of them as a targeted approach to ensuring compliance and accuracy within your hardware inventory. Instead of attempting to certify every single asset, which can be time-consuming and resource-intensive, certification filters allow you to focus on specific groups of assets based on various attributes.

These attributes might include manufacturer, model, location, department, or any other relevant field that helps categorize your hardware. By defining filters based on these characteristics, you can create targeted certification campaigns for specific groups of assets, such as all laptops in the Finance department or all servers in a particular data center. This focused approach enables you to efficiently manage your hardware assets, ensure their accuracy, and maintain compliance with relevant policies and regulations.

Options A, B, and D are incorrect because they do not align with the core function of certification filters in ServiceNow HAM. Certification filters aren't about task completion percentages (A), timing (B), or UI display configurations (D); they are about defining which assets are included in a certification initiative. The aim is to pinpoint the precise hardware population needing review and validation, making C the logical and accurate

response.

Further research can be conducted on the ServiceNow documentation website. Specifically, exploring the Hardware Asset Management module details will illuminate the function of Certification filters.https://docs.servicenow.com/

Question: 56

Which features are part of the ServiceNow Mobile App? (Choose two.)

A.Provides end users visibility to their assigned hardware
B.Enables reclamation of mobile devices
C.Provides users visibility to their disposed consumables
D.Enables end users to log incidents for their assigned assets

Answer: AD

Explanation:

The correct answer is A and D.

ServiceNow's mobile app, including the ServiceNow Agent app, focuses on providing convenient access to ServiceNow functionality on mobile devices.

Option A is correct because the mobile app is designed to give end-users visibility into their assigned hardware assets. This allows users to track and manage the assets that are directly linked to them, increasing user awareness and accountability. Mobile app functionalities allow them to view asset details, request changes, or report issues with assigned hardware, promoting self-service and efficient asset management.

Option D is correct because the mobile app facilitates incident logging related to assigned assets. This enables end-users to quickly report problems or issues with their hardware directly from their mobile device, contributing to faster incident resolution and improved service delivery. It aligns with the core ServiceNow functionality of managing incidents and providing a seamless user experience for support requests.

Options B and C are not typically core functionalities within the standard ServiceNow mobile app regarding Hardware Asset Management. Reclamation of mobile devices (Option B) might involve specific custom configurations or integrations, but is not a standard feature readily available for all mobile devices. The app is designed to make an asset admin able to reclaim the asset. Visibility to disposed consumables (Option C) is also less directly relevant to the mobile app's typical use cases, which center more on managing active hardware assets and related service requests or incidents. Disposed consumables fall more within the realm of back-end asset management processes viewed in the ServiceNow desktop interface.

Further Research:

ServiceNow Agent mobile app: https://docs.servicenow.com/bundle/utah-mobile/page/product/now-mobile/concept/agent-mobile-application.html
ServiceNow Hardware Asset Management: https://www.servicenow.com/products/hardware-asset-management.html