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**Exam Code: CIS-HAM**

**Exam Name: Certified Implementation Specialist - Hardware Asset Management**

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## Exam A

### QUESTION 1

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

**Correct Answer: A**

**Section:**

**Explanation:**

To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions<sup>1</sup>.

To run the scheduled job "Asset - Create FSM asset tasks", navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically<sup>2</sup>.

The scheduled job will create asset tasks for existing incidents, changes, and work orders that have assets associated with them. The asset tasks will be linked to the parent records and will have the same state and assignment group as the parent records<sup>2</sup>.

The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes<sup>3</sup>. Reference:

1: Hardware Asset Management - ServiceNow

2: Asset - Create FSM asset tasks scheduled job

3: Hardware Asset Management and Field Service Management integration

### QUESTION 2

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()`.

**Correct Answer: D**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation<sup>1</sup>, when a hardware asset is retired, the system property `glide.ham.retire_reclaim_sw()` determines whether the software allocations on that asset are automatically reclaimed or not. If the property is set to true, the software allocations are returned to the inventory. If the property is set to false, the software allocations remain with the hardware asset and need to be reclaimed manually. Reference: 1: Hardware Asset Management - ServiceNow<sup>2</sup>

### QUESTION 3

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

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

**Correct Answer: C**

**Section:**

**Explanation:**

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract<sup>1</sup>.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered<sup>2</sup>.

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance<sup>3</sup>.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. Reference:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

#### QUESTION 4

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

**Correct Answer: C, D, E, F**

**Section:**

**Explanation:**

<https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/reference/audit-results.html>

#### QUESTION 5

How can you automate the replenishment of stock levels?

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

**Correct Answer: D**

**Section:**

**Explanation:**

Stock rules are a feature of ServiceNow Hardware Asset Management that allow you to automate the replenishment of stock levels in your stockrooms<sup>1</sup>.

Stock rules define the minimum and maximum quantities of a specific model that you want to keep in a stockroom, as well as the reorder point and quantity<sup>1</sup>.

When the stock level of a model falls below the reorder point, a stock order is automatically generated to replenish the stockroom to the maximum quantity<sup>1</sup>.

You can create and manage stock rules by navigating to Hardware Asset Management > Model Management > Stock Rules<sup>1</sup>. Reference:

1: Stock rules - ServiceNow Docs.

#### QUESTION 6

What are baseline asset states? (Choose three.)

- A. In Stock

- B. Consumed
- C. Retired
- D. Duplicate
- E. Exported

**Correct Answer: A, B, C**

**Section:**

**Explanation:**

Baseline asset states are the predefined states that represent the lifecycle stages of hardware assets in the ServiceNow platform<sup>1</sup>.

Baseline asset states are used to track the status, location, and ownership of hardware assets, as well as to trigger workflows and tasks for asset management<sup>2</sup>.

The baseline asset states are: In Stock, In Use, In Repair, In Transit, Retired, Consumed, and Duplicate<sup>1</sup>.

In Stock means the asset is available in a stockroom and ready for deployment<sup>1</sup>.

Consumed means the asset is used up or depleted, such as a toner cartridge or a battery<sup>1</sup>.

Retired means the asset is no longer in use and has been disposed of or recycled<sup>1</sup>.Reference:

Baseline asset states

Hardware Asset Management overview

#### QUESTION 7

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

**Correct Answer: D**

**Section:**

**Explanation:**

<https://docs.servicenow.com/bundle/sandiego-it-service-management/page/product/incident-management/task/track-ci.html>

#### QUESTION 8

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

**Correct Answer: A**

**Section:**

**Explanation:**

The ServiceNow Agent mobile app allows the user to conduct asset audits by scanning asset barcodes or QR codes<sup>1</sup>.

The user can perform audits offline when they are in areas without connectivity<sup>1</sup>.

The app automatically compares the scanned assets against the expected assets based on the inventory records to identify discrepancies<sup>1</sup>.

The user can also view the audit results and generate reports from the app<sup>2</sup>.Reference:

Audit your inventory - Product Documentation: San Diego - ServiceNow

Hardware Asset Inventory Management - ServiceNow

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**QUESTION 9**

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.

**Correct Answer: B**

**Section:**

**Explanation:**

According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization.

The asset audit results show the status of each scanned asset, such as "Scanned and expected", "Scanned and not expected", "Expected and not scanned", or "Not expected and not scanned".

The status of "Scanned and expected" means that the asset was both expected to be in the inventory and scanned during the audit, indicating a match between the physical and the logical inventory.

Therefore, if you receive the result of 10 "Scanned and expected" assets, it means that you expected 10 assets in your inventory and scanned these 10 assets during your audit, as stated in option B. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

**QUESTION 10**

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

**Correct Answer: C**

**Section:**

**Explanation:**

The Expected Assets list is populated when the asset manager starts the audit by clicking the Scan button on the asset audit form<sup>1</sup>.

This list shows the assets that are expected to be found in the audit location based on the asset records in the CMDB<sup>1</sup>.

The asset manager can then use a barcode scanner or a mobile device to scan the actual assets in the location and compare them with the expected assets<sup>1</sup>.

The asset manager can also manually add or remove assets from the expected assets list if needed<sup>1</sup>. Reference:

<sup>1</sup>: Hardware Asset Inventory Audit

**QUESTION 11**

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

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**Correct Answer: A, B, C, F**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, the Retired state indicates that the asset is no longer in use and is ready for disposal or reuse. The substates of the Retired state are:

Disposed: The asset has been discarded or recycled.

Donated: The asset has been given away to a charity or a non-profit organization.

Sold: The asset has been sold to a third party.

The substate Pending Disposal is not valid for the Retired state, as it is only available for the states In Stock and In Transit. The substate Destroyed is not valid for the Retired state, as it is only available for the state In Use. Reference:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Setting asset states and substates

#### QUESTION 12

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

**Correct Answer: B**

**Section:**

**Explanation:**

Consumables are hardware assets that are not tracked individually, but as a quantity of items in a stockroom, such as keyboards, mice, cables, etc.<sup>1</sup>

When a stock manager receives a new delivery of consumables, they can use the Mobile Asset Receiving feature to scan the barcode of the purchase order and receive multiple assets against it using a mobile device<sup>2</sup>

If the received consumables match another record in the stockroom based on the following fields: Assigned to, Model, Model category, State, Stockroom, and Substate, then the data is automatically merged to create a blended quantity and cost<sup>3</sup>

This means that the system calculates the average cost per item and the total quantity of the consumables in the stockroom, and updates the existing record accordingly<sup>3</sup>

This feature helps to reduce duplicate records and simplify inventory management of consumables<sup>3</sup>

#### QUESTION 13

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

**Correct Answer: B**

**Section:**

#### QUESTION 14

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

**Correct Answer: A**

**Section:**

#### QUESTION 15

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

**Correct Answer: B**

**Section:**

**Explanation:**

A transfer order is a document that records the movement of assets from one location to another<sup>1</sup>.

A transfer order line is a record that specifies the quantity and type of assets to be transferred<sup>1</sup>.

When you cancel a transfer order line, the associated assets are released from the transfer order and their state changes from Pre-allocated to Available<sup>1</sup>.

The released assets can then be attached to another transfer order or used for other purposes<sup>1</sup>.Reference:

Transfer orders - Product Documentation: Rome - ServiceNow

#### QUESTION 16

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

**Correct Answer: C**

**Section:**

**Explanation:**

According to the Hardware Asset Management documentation, non-consumable assets are assets that are not depleted or used up when they are applied or consumed, such as laptops, monitors, or routers.

Non-consumable assets are tracked individually in the ServiceNow platform, and each asset has a unique asset tag and serial number.

When transferring non-consumable assets between stockrooms, they must be transferred as a single entity with a quantity of one, as stated in the Hardware Asset Management documentation: "Non-consumable assets are transferred as a single entity with a quantity of one. For example, a laptop is transferred as a single entity with a quantity of one."

Therefore, the correct answer is option C, as a single entity with a quantity of one.Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

#### QUESTION 17

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

**Correct Answer: D**

**Section:**

**Explanation:**

When disposing of an IT asset through a vendor, the asset manager should attach a certificate of destruction to the retired asset's record<sup>1</sup>.

A certificate of destruction is a document that verifies that the asset has been destroyed in a secure and compliant manner by the vendor<sup>1</sup>.

A certificate of destruction should include information such as the asset tag, serial number, model, manufacturer, date of destruction, method of destruction, and signature of the authorized person<sup>1</sup>.

A certificate of destruction helps the asset manager to ensure that the asset is no longer in use, that the data on the asset is erased, and that the asset is disposed of in accordance with environmental, regulatory, and legal requirements<sup>1</sup>. Reference:

1: Hardware Asset Disposal

#### QUESTION 18

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

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**Correct Answer: A, D**

**Section:**

#### QUESTION 19

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

**Correct Answer: A, B, D**

**Section:**

#### QUESTION 20

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

**Correct Answer: A, C, D**

**Section:**

**QUESTION 21**

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

**Correct Answer: A**

**Section:**

**Explanation:**

A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom<sup>12</sup>.

The Stock Rule Runner is a scheduled job that runs every hour and checks the stock levels of models and assets in stockrooms against the stock rules<sup>13</sup>.

If the stock level of a model or an asset is less than the minimum quantity specified in the stock rule, the Stock Rule Runner creates a stock order to replenish the stock from another stockroom or from a vendor<sup>13</sup>.

Therefore, the correct answer is A. When stock is less than the threshold specified in the stock rule.

**QUESTION 22**

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

**Correct Answer: A**

**Section:**

**QUESTION 23**

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

**Correct Answer: A, B**

**Section:**

**Explanation:**

The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios<sup>123</sup>.

One scenario is to create a single asset via barcode scan.The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow<sup>1</sup>.

Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received.The user can then scan the assets and confirm the receipt in ServiceNow<sup>1</sup>.

The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app<sup>123</sup>.Reference:  
ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal  
Hardware Asset Inventory Management - ServiceNow  
Automation Simplifies Hardware Asset Management - ServiceNow Blog

**QUESTION 24**

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

**Correct Answer: B, D, E**

**Section:**

**QUESTION 25**

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

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**Correct Answer: B, D, E**

**Section:**

**QUESTION 26**

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

**Correct Answer: B**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, the Inventory tab of the Hardware Asset Management dashboard provides a comprehensive view of the inventory functions, such as asset audits, disposal orders, stock orders, and shipments. The primary goal of this tab is to show the value from maintaining inventory, such as reducing costs, improving service delivery, and optimizing asset utilization. The Inventory tab also helps users to take inventory-related actions, such as creating or managing stock orders, disposal orders, or shipments, scanning assets with a mobile device, and assigning assets to pallets.Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview

ServiceNow Hardware Asset Management: Inventory view

**QUESTION 27**

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

**Correct Answer: C**

**Section:**

**QUESTION 28**

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

**Correct Answer: A, D**

**Section:**

**Explanation:**

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices<sup>12</sup>.

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app<sup>34</sup>.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app<sup>34</sup>.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile -- Now Platform

3: ServiceNow Product Documentation: Now Mobile App

4: ServiceNow Product Documentation: Mobile Agent App

[5]: ServiceNow Product Documentation: Reclamation

[6]: ServiceNow Product Documentation: Consumables

**QUESTION 29**

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)

- A. Hardware asset disposal status
- B. New hardware assets found by audits
- C. Hardware assets disposed (YTD)
- D. Consumable models up for End of Life

**Correct Answer: A, C**

**Section:**

**Explanation:**

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle<sup>12</sup>.

The tab includes the following reports<sup>1</sup>:

Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed<sup>1</sup>.

Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month<sup>1</sup>.

Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month<sup>1</sup>.

Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month<sup>1</sup>.

Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.

### QUESTION 30

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

- A. Replacement parts
- B. Storage costs
- C. Maintenance agreements
- D. Warranty costs

**Correct Answer: A, C**

**Section:**

**Explanation:**

Operational expenses are the costs incurred by an organization to maintain and use an asset throughout its lifecycle. These costs include the expenses related to the repair, maintenance, upgrade, and disposal of the asset.

Some examples of operational expenses are:

Replacement parts: These are the costs of purchasing and installing new parts or components for an asset that is damaged, worn out, or obsolete. For example, replacing a hard drive, a battery, or a keyboard for a laptop.

Maintenance agreements: These are the costs of contracting with a vendor or a service provider to perform regular or preventive maintenance on an asset. For example, paying a monthly fee for a technician to check and service a printer or a scanner.

Other examples of operational expenses are:

Storage costs: These are the costs of renting or owning a space to store an asset that is not in use or awaiting disposal. For example, paying for a warehouse, a locker, or a shelf to keep unused or surplus computers or monitors.

Warranty costs: These are the costs of extending or renewing the warranty coverage for an asset that is still under the manufacturer's warranty or has expired. For example, paying an extra fee for a one-year or a three-year warranty extension for a tablet or a smartphone.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application.

### QUESTION 31

What is the name of the scheduled job that generates expense lines based on rate cards?

- A. Process Daily Costs
- B. Process FM Costs
- C. Process Daily Allocations
- D. Process Expense Allocations

**Correct Answer: B**

**Section:**

### QUESTION 32

How do you calculate residual value?

- A. Subtract the amortized value from the cost of the asset
- B. Subtract storage and lease cost from the cost of the asset
- C. Subtract the depreciation from the cost of the asset
- D. Subtract the salvage value from the cost of the asset

**Correct Answer: C**

**Section:**

**Explanation:**

According to the Hardware Asset Management documentation, residual value is the estimated value of an asset at the end of its useful life.

Residual value is calculated by subtracting the depreciation from the cost of the asset, as stated in the Hardware Asset Management documentation: "Residual value = Cost - Depreciation".

Depreciation is the amount of value that an asset loses over time due to wear and tear, obsolescence, or other factors.

Therefore, the correct answer is option C, subtract the depreciation from the cost of the asset. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

### QUESTION 33

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

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

**Correct Answer: B, E**

**Section:**

**Explanation:**

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

CIs track the following types of information:

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

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

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

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

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

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

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

: Configuration Item

### QUESTION 34

When does an asset's lifecycle begin?

- A. When an asset request is fulfilled
- B. Upon the asset deployment
- C. When the asset is procured
- D. Upon the asset's request

**Correct Answer: D**

**Section:**

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**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, the asset lifecycle defines and describes the series of stages involved in managing an asset throughout its useful life. The first stage of the asset lifecycle is the request stage, where stakeholders get together, discuss their objectives, and determine which assets are needed and why. The culmination of this stage is a formal request for an asset. The asset lifecycle begins when the asset is requested, not when it is procured, deployed, or fulfilled. Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview

ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

**QUESTION 35**

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Optimize cost
- B. Provide decision support
- C. Improve productivity
- D. Provide financial reporting
- E. Improve operational usage
- F. Track logical relationships

**Correct Answer: A, B, C, D**

**Section:**

**QUESTION 36**

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

- A. Now Create pack
- B. Project pack
- C. Success pack
- D. Methodology pack
- E. Asset pack

**Correct Answer: C**

**Section:**

**Explanation:**

Now Create is a solution that provides step-by-step delivery guidance based on real-world experiences and proven leading practices, to perform digital transformations using ServiceNow products<sup>12</sup>.

A success pack is a collection of processes and assets that, when executed by qualified ServiceNow practitioners, will deliver successful outcomes for your project<sup>13</sup>.

A process is a set of tasks that guides you through the implementation or upgrade of a ServiceNow product or feature<sup>1</sup>.

An asset is an input to the methodology and can be product specific leading practice detailed instructions related to the success pack or other product agnostic project templates and accelerators<sup>1</sup>.

A success pack can be exported into ServiceNow SPM (and other project execution tools) to accelerate project start-up and provide easy links back to Now Create throughout the project execution<sup>1</sup>.

The other options are not correct terms used in Now Create. There is no such thing as a Now Create pack, a project pack, a methodology pack, or an asset pack.

1: ServiceNow Create - Now Create

2: Project Methodology - Customer Success - ServiceNow

3: Now Create: Faster implementations, better outcomes - ServiceNow

**QUESTION 37**

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

- A. Discovery
- B. Cost Management

- C. Procurement
- D. Hardware Asset Management
- E. Data Certification
- F. Service Mapping
- G. Managed Documents

**Correct Answer: B, C, D, E, G**

**Section:**

#### QUESTION 38

What are the four tiers of Capability Blueprint?

- A. Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance
- B. Trustworthy Data, Practical Management, Process Integration, Business Alignment
- C. Trustworthy Data, Practical Management, Operational Integration, Strategic Conformance
- D. Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment

**Correct Answer: C**

**Section:**

#### QUESTION 39

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

- A. Now Agent Mobile App
- B. Now Procurement App
- C. Now Mobile App
- D. Now Onboarding App

**Correct Answer: A**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, the Now Agent Mobile App is a mobile application that enables users to perform various asset management tasks on the go, such as creating assets, performing inventory audits, and receiving assets<sup>1</sup>. The Now Agent Mobile App provides access to the following features<sup>2</sup>:

Asset Receiving: Users can receive multiple assets against a purchase order using a mobile device. Users can scan barcodes or QR codes to identify assets and update their status and location.

Asset Inventory Audit: Users can manage assets across locations with simplified mobile inventory processes. Users can scan barcodes or QR codes to verify assets and update their information. Users can also view audit results and resolve discrepancies.

Asset Creation: Users can create new assets using a mobile device. Users can scan barcodes or QR codes to populate asset fields and assign them to stockrooms or users.

The other options, Now Procurement App, Now Mobile App, and Now Onboarding App, are not related to hardware asset management. The Now Procurement App is a mobile application that enables users to manage purchase orders, requisitions, and contracts<sup>3</sup>. The Now Mobile App is a mobile application that enables users to access ServiceNow services and information, such as requesting items, viewing incidents, and checking assigned assets. The Now Onboarding App is a mobile application that enables users to complete onboarding tasks, such as signing documents, enrolling in benefits, and setting up devices. Reference:

ServiceNow Hardware Asset Management: Now Agent Mobile App

ServiceNow Hardware Asset Management: Mobile Asset Management

ServiceNow Hardware Asset Management: Now Procurement App

[ServiceNow Hardware Asset Management: Now Mobile App]

[ServiceNow Hardware Asset Management: Now Onboarding App]

#### QUESTION 40

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)



- A. The hardware model content has not yet been downloaded from the Content Service
- B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- C. Your hardware model form contains a good model number, but a badly formatted model name
- D. You have opted out of the ServiceNow Content Service
- E. A normalization rule for the hardware model does not exist in the Content Service

**Correct Answer: A, B, E**

**Section:**

**Explanation:**

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models<sup>1</sup>

Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models<sup>1</sup>

Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number<sup>2</sup>

The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized<sup>3</sup>

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models<sup>3</sup>

The potential causes of this are<sup>3,4</sup>:

The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.

Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.

A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom-made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.

#### QUESTION 41

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

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

**Correct Answer: A, C, D**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management overview document<sup>1</sup>, the total cost of ownership (TCO) of an asset is the sum of all direct and indirect costs incurred throughout its lifecycle, from acquisition to disposal<sup>1</sup>.

The original costs are the costs involved in purchasing an asset and putting it into use, such as lease, delivery, and spare parts<sup>12</sup>.

Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time<sup>12</sup>. Lease costs can vary depending on the terms and conditions of the contract, such as duration, frequency, and interest rate<sup>2</sup>.

Delivery is the cost of transporting or shipping an asset from the vendor or the warehouse to the end user or the location where it will be used<sup>12</sup>. Delivery costs can include fees, taxes, customs, and insurance<sup>2</sup>.

Spare parts are the cost of purchasing or stocking additional or replacement parts for an asset in case of failure, damage, or wear and tear<sup>12</sup>. Spare parts costs can depend on the availability, quality, and compatibility of the parts<sup>2</sup>.

The other options are not original costs, but rather ongoing or disposal costs. Maintenance is the cost of repairing, servicing, or upgrading an asset to keep it in good working condition<sup>12</sup>. Storage is the cost of storing an asset that is not in use or waiting for disposal<sup>12</sup>.



1: Hardware Asset Management overview - ServiceNow - Now Support

2: Asset Management - ServiceNow - Now Support

#### QUESTION 42

A scheduled job runs nightly to determine if any rate cards need to be applied to generate expense lines. What is the name of the scheduled job?

- A. Process CM Costs
- B. Process Rate Cards
- C. Process FM Costs
- D. Process Expense Lines

**Correct Answer: C**

**Section:**

#### QUESTION 43

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

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

**Correct Answer: B, D**

**Section:**

**Explanation:**

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

Original cost: This is the initial purchase price of the asset, which may include taxes, fees, shipping, and installation costs. The original cost is also known as the acquisition cost or the capital expense.

Operational expense: This is the ongoing cost of maintaining and using the asset throughout its lifecycle, which may include repair, upgrade, maintenance, support, energy, consumables, and disposal costs. The operational expense is also known as the operating expense or the opex.

Depreciation expense: This is the reduction in the value of the asset over time due to wear and tear, obsolescence, or market changes. The depreciation expense is also known as the depreciation cost or the depreciation charge.

Delivery cost: This is the cost of transporting the asset from the supplier to the buyer, which may include freight, insurance, customs, and handling fees. The delivery cost is also known as the shipping cost or the transportation cost.

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

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the ability to track the total cost of ownership of assets.

Hardware Asset Management - Customer Success - ServiceNow, which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

[Total Cost of Ownership (TCO) - Investopedia], which explains the concept and calculation of the total cost of ownership, and why it is important for business decision making.

#### QUESTION 44

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

- A. Monthly
- B. Weekly
- C. Daily
- D. Quarterly

**Correct Answer: C**

**Section:**

**QUESTION 45**

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

- A. Manufacturer comparables
- B. Manufacturer part number
- C. Manufacturer lifecycle dates
- D. Manufacturer price

**Correct Answer: C**

**Section:**

**Explanation:**

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model name, model number, and product lifecycle information<sup>1</sup>.

The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product<sup>1</sup>.

The manufacturer lifecycle dates are important for hardware asset management, as they help customers plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates<sup>2</sup>.

Therefore, the correct answer is option C, manufacturer lifecycle dates, as they are the non-discoverable asset metadata that the Content Library automatically populates your inventory with as part of the hardware model normalization process. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

www.VCEplus.io

**QUESTION 46**

When should you retire an IT asset?

- A. At any point it is recommended by the HAM-defined asset policy
- B. At any point that it is recommended by your company-defined policies and procedures
- C. At any point it is recommended by the HAM-defined asset disposal procedure
- D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
- E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life

**Correct Answer: B**

**Section:**

**Explanation:**

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner<sup>1</sup>.

The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements<sup>1</sup>.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following<sup>1</sup>:

The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss

The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department

The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying

The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor

The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset

Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

The other options are not the correct answer because they are either too vague or too specific:

- A) At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management<sup>2</sup>. It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.
- C) At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor<sup>3</sup>. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.
- D) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models<sup>4</sup>. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.
- E) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. Reference:
- 1: Hardware Asset Retirement
  - 2: Hardware Asset Policy
  - 3: Hardware Asset Disposal
  - 4: Hardware Content Service Lifecycle

#### QUESTION 47

What is tracked throughout the life of an asset? (Choose three.)

- A. Financial data
- B. Contractual data
- C. Lifecycle data
- D. Configuration data
- E. Hardware data

**Correct Answer: A, B, C**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, an asset is defined as 'any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment'<sup>1</sup>. Throughout the life of an asset, the following data are tracked<sup>2</sup>:

Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.

Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.

Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.

The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process<sup>3</sup>. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode<sup>4</sup>. Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview

ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Hardware Normalization

#### QUESTION 48

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

- A. cmdb\_asset
- B. alm\_hardware
- C. alm\_asset
- D. cmdb\_hardware

**Correct Answer: C**

**Section:**

**Explanation:**

Classes are represented as tables in the ServiceNow database that define the attributes and relationships of a specific type of record<sup>1</sup>

The base asset class is thealm\_assettable, which contains the common fields and properties for all types of assets, such as hardware, software, consumable, etc.<sup>2</sup>

Thealm\_assettable is extended by other asset classes, such asalm\_hardware,alm\_software,alm\_consumable, etc., which add more specific fields and properties for each asset type<sup>2</sup>

Thecmdb\_assettable is not a class, but a view that joins thealm\_assettable and thecmdb\_citable, which is the base configuration item (CI) class<sup>3</sup>

Thecmdb\_hardwaretable is a CI class, not an asset class, that contains the common fields and properties for all types of hardware CIs, such as computers, devices, network equipment, etc.<sup>4</sup>

#### QUESTION 49

By default, what Quick links are available on the Hardware asset overview view? (Choose three.)

- A. Transfer orders
- B. Assets eligible for refresh by model category
- C. Asset requests
- D. Model normalization
- E. Asset count by model category
- F. Asset count by lifecycle state

**Correct Answer: A, C, E**

**Section:**

#### QUESTION 50

What are types of assets? (Choose four.)

- A. Model
- B. Software entitlement
- C. Hardware
- D. Consumable
- E. Stockroom
- F. Facility

**Correct Answer: A, B, C, D**

**Section:**

**Explanation:**

An asset is a record that represents any tangible or intangible object that is tracked by the organization<sup>12</sup>.

There are different types of assets, depending on their nature, usage, and lifecycle<sup>12</sup>.

The types of assets are<sup>12</sup>:

Model: A model is a record that defines the common attributes and specifications of a group of assets, such as manufacturer, product, category, and device type<sup>12</sup>. For example, Dell Latitude E7450 is a model of a laptop.

Software entitlement: A software entitlement is a record that defines the rights and obligations of using a software product, such as license type, quantity, expiration date, and cost<sup>13</sup>. For example, Microsoft Office 365 is a software entitlement that grants access to various

#### QUESTION 51

What are the Normalization statuses? (Choose six.)

- A. Manufacturer Normalized
- B. Match Not Found

- C. Partially Normalized
- D. Normalized
- E. Manually Normalized
- F. Version Normalized
- G. New
- H. Found

**Correct Answer: A, B, C, D, E, G**

**Section:**

**Explanation:**

The Normalization statuses are the indicators of how well the hardware and consumable models are standardized and normalized in the model catalog and the CMDB. The Normalization statuses are:

Manufacturer Normalized: The model has been normalized with the manufacturer name and the product name, but not the model number or the device type. For example, Dell Latitude.

Match Not Found: The model has not been normalized because no matching model was found in the Hardware Asset Management Content Service. For example, ABC XYZ.

Partially Normalized: The model has been normalized with the manufacturer name, the product name, and the model number, but not the device type. For example, Dell Latitude E7450.

Normalized: The model has been fully normalized with the manufacturer name, the product name, the model number, and the device type. For example, Dell Latitude E7450 (Laptop).

Manually Normalized: The model has been manually updated by the user with the normalization content, such as the manufacturer name, the product name, the model number, and the device type. For example, HP Pavilion 15 (Laptop).

New: The model has been created and has not yet run through the normalization process. For example, Lenovo ThinkPad T490.

Normalization status for enterprise models, which describes the normalization statuses for enterprise models and how they are used to track the normalization progress and results.

Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

#### QUESTION 52

Which tab on the Hardware Asset Dashboard enables tracking asset models with missing purchase details?

- A. Asset Heath
- B. Procurement
- C. Model Management
- D. Inventory
- E. End of Life

**Correct Answer: A**

**Section:**

#### QUESTION 53

For what asset actions are asset tasks provided? (Choose three.)

- A. Provision
- B. Retire
- C. Update/Repair
- D. Swap
- E. Assign/Allocate

**Correct Answer: B, C, D**

**Section:**

#### QUESTION 54

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

- A. Lifecycle data
- B. Contractual data
- C. Financial data
- D. Logical data
- E. Operational data

**Correct Answer: A, B, C**

**Section:**

#### QUESTION 55

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record? (Choose three.)

- A. Software allocations
- B. Maintenance contracts
- C. Depreciation values
- D. Related CI record
- E. Disposal information

**Correct Answer: A, B, D**

**Section:**

#### QUESTION 56

Which of the following are considered original costs as opposed to operational expenses? (Choose three.)

- A. Warranty costs
- B. Purchase price or lease cost
- C. Delivery costs
- D. Resource costs for support
- E. Replacement parts
- F. Maintenance agreements

**Correct Answer: A, B, C**

**Section:**

#### QUESTION 57

What happens to the consumable's asset record after it has been consumed?

- A. The record is marked inactive but remains in the system
- B. The record state is set to in use
- C. The record remains in the system for reporting purposes only
- D. The record is removed from the system

**Correct Answer: C**

**Section:**

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**QUESTION 58**

After installing the Hardware Asset Management (HAM) plugin, how do you update it when new versions become available?

- A. The HI portal team automatically updates as new versions become available
- B. On your instance, filter on application updates, then click Update
- C. On your instance, filter on application updates, then request an update from HI
- D. Run scheduled job, HAM Check for Updates, and request an update
- E. Check the HI portal for updates and request an update

**Correct Answer: B**

**Section:**

**QUESTION 59**

During an inventory audit, what happens if you accidentally scan the same asset twice?

- A. The first scan is imported
- B. Both records are imported
- C. HAM automatically removes duplicates
- D. The most recent scan is imported

**Correct Answer: C**

**Section:**

**Explanation:**

During an inventory audit, if you accidentally scan the same asset twice, the Hardware Asset Management (HAM) application will automatically remove the duplicate records and only import the unique scans. This is because the HAM application uses the asset tag or the serial number as a coalesce field, which prevents duplicate records from being created or updated in the hardware asset table. Therefore, you do not need to worry about scanning the same asset twice, as the HAM application will handle the duplicates for you. Reference:

Audit your inventory, which provides a step-by-step guide on how to perform scheduled or blind audits of asset stockrooms and other locations using the Agent mobile app and the Now Platform.

Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

**QUESTION 60**

Baseline ITSM Asset Management provides which features? (Choose three.)

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

**Correct Answer: A, F, G**

**Section:**

**QUESTION 61**

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?



- A. Now Agent Mobile app
- B. Now Onboarding app
- C. Now Mobile app
- D. Now My Assets app

**Correct Answer: D**

**Section:**

#### QUESTION 62

What information would you find on the Procurement tab of the Hardware Asset dashboard? (Choose two.)

- A. Hardware nearing end of warranty
- B. Hardware model normalization status
- C. Hardware expenditure by vendor
- D. Hardware models up for end of life
- E. New hardware assets found by audits
- F. Requests that require sourcing

**Correct Answer: C, F**

**Section:**

**Explanation:**

The Procurement tab of the Hardware Asset dashboard is a graphical representation of the hardware asset procurement across the enterprise<sup>1</sup>.

The Procurement tab provides the following information<sup>1</sup>:

Hardware expenditure by vendor: This shows the total amount spent on hardware assets from each vendor in the current fiscal year. This helps to analyze the vendor performance and negotiate better contracts.

Requests that require sourcing: This shows the number and status of asset requests that need to be fulfilled by purchasing new hardware assets from a vendor. This helps to prioritize the procurement activities and optimize the inventory levels.

Therefore, the information that are also options in the question are C. Hardware expenditure by vendor and F. Requests that require sourcing.

The other options that are not information on the Procurement tab are:

Hardware nearing end of warranty: This is an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that are nearing or have expired their warranty period<sup>1</sup>.

Hardware model normalization status: This is an information on the Normalization tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are normalized or not normalized<sup>1</sup>.

Hardware models up for end of life: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are approaching or have reached their end of life date<sup>1</sup>.

New hardware assets found by audits: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that were discovered by the asset inventory audit process but were not previously recorded in the CMDB<sup>1</sup>. Reference:

1: Hardware Asset Dashboard

#### QUESTION 63

A contract can be cancelled when the State is what?

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

**Correct Answer: B**

**Section:**

**Explanation:**



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

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

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

Active: The contract has been approved and is in effect. You can cancel the contract in this state, if you want to terminate it before its end date due to various reasons, such as breach of contract, mutual agreement, or vendor performance<sup>1</sup>.

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

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

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

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

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

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

#### QUESTION 64

When sourcing a requested item from a supplier using the catalog task form to create a purchase order, the catalog item must be available in:

- A. Supplier Catalog
- B. Product Catalog
- C. Inventory Catalog
- D. Vendor Catalog

**Correct Answer: D**

**Section:**

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#### QUESTION 65

Since trustworthy data is key to good asset management practices, where would you look to determine the number of days until next Content Service download will occur?

- A. Asset > Administration
- B. Asset > Overview
- C. Asset Hardware Model Normalization > Content Service Setup
- D. Asset > Asset Audits > Asset Audits
- E. Asset > Hardware Asset Dashboard

**Correct Answer: E**

**Section:**

#### QUESTION 66

Which view displays metrics to the user to indicate when they are due for a refresh based on the scheduled retirement of their assets?

- A. Homepage
- B. Home
- C. Overview
- D. My Assets

**Correct Answer: C**

**Section:**

**Explanation:**

The Overview view is a dashboard that displays metrics and charts related to the hardware assets in your organization.

The Overview view shows the following information:

The total number of hardware assets, their status, and their lifecycle stage.

The number of assets that are due for refresh, retired, or disposed in the current year, quarter, or month.

The refresh rate and the refresh cost of the hardware assets.

The asset age distribution and the asset model distribution.

The asset compliance status and the asset certification status.

To access the Overview view, you need to have thesn\_ham.userrole or thesn\_ham.adminrole.

To access the Overview view, navigate toHardware Asset Management > Overview.Reference:

Overview

Hardware Asset Management roles

#### QUESTION 67

What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

- A. Quantity > 0
- B. State is In stock or Pending Delivery
- C. Substate is pre-allocated
- D. Substate is Available
- E. Quantity > stockroom threshold
- F. State is In stock

**Correct Answer: A, D, F**

**Section:**

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#### QUESTION 68

Which applications are required to perform a blind audit of your asset inventory?

- A. Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
- B. Hardware Asset Management (HAM) and Software Asset Management (SAM)
- C. ITSM Asset Management and ServiceNow My Assets mobile app
- D. ITSM Asset Management and ServiceNow Agent mobile app
- E. Hardware Asset Management (HAM) and ServiceNow Agent mobile app

**Correct Answer: E**

**Section:**

**Explanation:**

A blind audit is a type of inventory audit that does not provide any information about the expected assets in a location.The auditor scans all the assets in the location and compares them with the records in ServiceNow1.

To perform a blind audit, you need the Hardware Asset Management (HAM) application, which enables you to manage the lifecycle of your hardware assets, and the ServiceNow Agent mobile app, which allows you to scan asset tags and barcodes using your mobile device12.

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits3.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits4.

The ITSM Asset Management application is used to track the financial, contractual, and inventory details of hardware and devices, not to perform audits.Reference:

1:Audit your inventory - Product Documentation: San Diego - ServiceNow

2:Enterprise Asset Inventory Management - ServiceNow

3:My Assets mobile app - Product Documentation: San Diego - ServiceNow

4: Software Asset Management - ServiceNow

: IT Asset Management - ServiceNow

**QUESTION 69**

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model Normalization Content Service. How do you determine if the content has been downloaded?

- A. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not
- B. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- C. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard
- D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

**Correct Answer: C**

**Section:**

**Explanation:**

According to the Hardware Asset Management documentation, the Hardware Model Normalization Content Service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.

The Hardware Model Normalization Content Service helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates<sup>1</sup>.

The Hardware Model Normalization Content Service updates the content library weekly with new and updated model data<sup>1</sup>.

To determine if the content has been downloaded, you can review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard<sup>1</sup>.

The Hardware Model Content Service Download section shows the status of the content download, such as the last download date, the number of models downloaded, and the number of models normalized<sup>1</sup>.

Therefore, the correct answer is option C, review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard, as it is the way to determine if the content has been downloaded. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

**QUESTION 70**

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Correctness
- B. Completeness
- C. Configuration
- D. Conciseness
- E. Conformity
- F. Compliance

**Correct Answer: A, B, F**

**Section:**

**Explanation:**

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy<sup>12</sup>.

Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated<sup>12</sup>.

Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates<sup>12</sup>.

Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules<sup>12</sup>.

Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs<sup>12</sup>.

The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness<sup>12</sup>. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs<sup>12</sup>.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on<sup>12</sup>.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status<sup>3</sup>.

Conciseness is the quality of being clear and brief, without unnecessary words or details<sup>4</sup>.

Conformity is the quality of being consistent with a set of rules, standards, or expectations<sup>5</sup>.

**QUESTION 71**

Delegated Developers are granted access only to what in which they are working?

- A. Interfaces
- B. APIs
- C. Instances
- D. Scopes

**Correct Answer: D**

**Section:**

**Explanation:**

Delegated Developers are granted access only to scopes in which they are working<sup>1</sup>. A scope is a set of application files and data that are isolated from other applications on the same instance<sup>2</sup>.

Scopes allow developers to create and modify applications without affecting the functionality or security of other applications or the platform<sup>2</sup>.

Delegated Developers can be assigned developer permissions for specific scopes by an application administrator or a system administrator<sup>1</sup>. These permissions determine what types of files and data they can access and modify within the scope<sup>1</sup>.

Delegated Developers can also request cross-scope access to access resources from another scope, which must be approved or denied by the owner of the target scope<sup>1</sup>.

Delegated Developers do not have access to interfaces, APIs, or instances, unless they are explicitly granted by an administrator or a cross-scope request<sup>1</sup>. Reference:

1: Delegated Development - Product Documentation: San Diego - ServiceNow

2: Application Scoping - Product Documentation: San Diego - ServiceNow

**QUESTION 72**

What are the five valid phases of the Now Create methodology?

- A. Create, recap, execute, deliver, review
- B. Initiate, plan, execute, review, close
- C. Review, prepare, create, validate, recap
- D. Initiate, plan, execute, deliver, close

**Correct Answer: D**

**Section:**

**Explanation:**

According to the Now Create ebook, the Now Create methodology consists of five phases: initiate, plan, execute, deliver, and close. Each phase has a specific purpose, outcome, and set of tasks that guide the project team to successful delivery. The other options are not valid phases of the Now Create methodology.

**QUESTION 73**

What is the focus of asset management?

- A. Financial tracking of the organization's network
- B. Financial tracking of an organization's property
- C. Building of the organization's property
- D. Building the elements that create the organization's network

**Correct Answer: B**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, asset management is the practice of managing the lifecycle and optimization of physical assets to meet the needs and goals of an organization.

Asset management involves the balancing of costs, opportunities and risks against the desired performance of assets to achieve an organization's objectives. The other options are not the focus of asset management.

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**QUESTION 74**

What prevents two asset managers from transferring the same asset at the same time?

- A. A stockroom rule
- B. A business rule
- C. A stock rule
- D. A transfer rule

**Correct Answer: B**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, a business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried. Business rules can be used to enforce data consistency and integrity, such as preventing duplicate transfers of the same asset. The other options are not valid terms in ServiceNow Hardware Asset Management.

**QUESTION 75**

Which are valid hardware model lifecycle phases?

Choose 3 answers

- A. End of Subscription
- B. General Availability
- C. Upgrade
- D. End of Life
- E. Pre-release
- F. Beta

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

According to the ServiceNow Hardware Asset Management documentation, hardware model lifecycle phases are the stages that a hardware model goes through from its introduction to the market to its retirement. The valid hardware model lifecycle phases are:

- \* Pre-release: The hardware model is not yet available for purchase, but it is planned to be released in the future.
- \* General Availability: The hardware model is available for purchase and supported by the manufacturer.
- \* End of Life: The hardware model is no longer available for purchase or supported by the manufacturer.
- \* Disposal: The hardware model is disposed of or recycled.

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