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QUESTION 1

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

Correct Answer: DE

QUESTION 2

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: A

QUESTION 3

What is the process of restructuring data to maintain consistency?

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

Correct Answer: C

QUESTION 4

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

Correct Answer: BCD

QUESTION 5

Publishing an item to the Service Catalog can be done by using the "Publish to Hardware Catalog" related link in:

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

Correct Answer: D

QUESTION 6

What must exist before a consumable can be consumed? (Choose three.)

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

Correct Answer: BCE

QUESTION 7

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

Correct Answer: D

QUESTION 8

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

Correct Answer: BDE

QUESTION 9

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

Correct Answer: BDEF

QUESTION 10

Which of the following are functions of the model category? (Choose two.)

A. Model categories group consumables in the Product Catalog

B. Model categories determine when to create assets from configuration items (CIs)

C. Model categories group related assets in the Service Catalog

D. Model categories provide the link between configuration management and asset management

E. Model categories provide the link between procurement management and asset management

Correct Answer: AE

QUESTION 11

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

Correct Answer: B

QUESTION 12

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: CD

QUESTION 13

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: A

QUESTION 14

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures

and product names?

- A. Asset tag
- B. Display name
- C. Model category
- D. Model number
- E. Asset tracking unit

Correct Answer: C

QUESTION 15

How can you automate the replenishment of stock levels?

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

Correct Answer: C

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