

Certified Implementation Specialist – Hardware Asset Management

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(s): C D E

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(s): C

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(s): B C E

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(s): D

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

A. Dispose

B. Request

C. Consume

D. Procure

E. Receive

Answer(s): C

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(s): C D G

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(s): A B C

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(s): A B C F

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(s): A B E F

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(s): D E

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(s): A C D

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

A. Facilities

B. Contracts

C. Hardware

D. Software entitlements

E. Software distributions

Answer(s): A C D

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(s): C

14. What is the default state of a newly created asset?

A. In use

B. Consumed

C. On order

D. In stock

Answer(s): A

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(s): A B C D

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(s): A B C F

17. What is the process of restructuring data to maintain consistency?

A. Integration

B. Normalization

C. Discovery

D. Service Mapping

Answer(s): B

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

A. Sustainability

B. Plausibility

C. Credibility

D. Dependability

E. Transferability

F. Reliability

Answer(s): C D E F

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(s): D

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(s): A B D
