Question 1

When designing steps with operations requiring variables, it is best practice to do what?

Options:

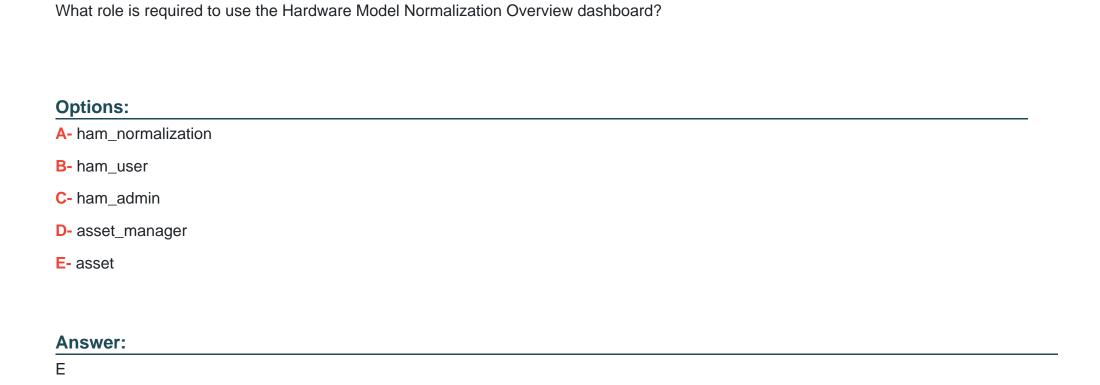**A-** hard core variables

B- always use scalar variables

C- query targets for variables Most Voted

D- design for a static environment

Answer:

C

Question 2

What role is required to use the Hardware Model Normalization Overview dashboard?

Options:

A- ham_normalization

B- ham_user

C- ham_admin

D- asset_manager

E- asset

Answer:

E

Question 3

Question Type: MultipleChoice

When selected on the model category form, what feature prevents the automatic creation of an asset?

Question 4

Question Type: MultipleChoice

What is a requirement for sourcing a request from the requester's local stockroom?

Options:

A- The requested stock must be available in the local stockroom

B- The requested stock must be in transit from a vendor

C- The requested stock must be in transit from a remote stockroom

D- The requested stock must be available via transfer order from a remote stockroom

Answer:

A

Question 5

Question Type: MultipleChoice

When a hardware asset is retired, what happens to any existing software allocations on that asset?

Options:

A- The software allocations are handled based upon the configuration of the system property glide.ham.retire_sw().

B- The software allocations are removed from the asset, but not returned to inventory.

C- The software allocations are automatically returned back into inventory.

D- The software allocations remain with the hardware asset and need to be reclaimed manually.

Answer:

A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the system property glide.ham.retire_sw() determines the behavior of software allocations when a hardware asset is retired. The possible values are:

* Reclaim: The software allocations are automatically returned to inventory and the software installation records are deleted.

* Retain: The software allocations remain with the hardware asset and need to be reclaimed manually.

* Remove: The software allocations are removed from the asset, but not returned to inventory.

Question 6

Question Type: **MultipleChoice**

During an audit, when is the Scanned Assets related list updated in the asset audit form?

Options:

A- When the nightly scheduled job runs

B- Each time scans are submitted from the app

C- Every time an item is scanned from the app

D- Every 15 minutes

E- Every hour

Answer:

B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Scanned Assets related list displays the assets that have been scanned using the ServiceNow Agent mobile app during an audit. The Scanned Assets related list is updated each time scans are submitted from the app, which can be done manually or automatically based on the app settings

Question 7

What core sets of data are required for effective IT asset management?

Choose 4 answers

Options:

A- Manufacturers

B- Locations

C- Projects

D- Users

E- Models

F- Relationships

Answer:

A, B, D, E

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the core sets of data required for effective IT asset management are:

* Manufacturers: The companies that produce the hardware assets, such as Dell, HP, Cisco, etc.

* Locations: The physical places where the hardware assets are stored or used, such as offices, data centers, warehouses, etc.

* Users: The people who own, use, or manage the hardware assets, such as employees, customers, vendors, etc.

* Models: The specific types or categories of hardware assets, such as laptops, servers, routers, etc.

Question 8

Question Type: **MultipleChoice**

Taxes paid at the time of purchase are what type of cost?

Options:

A- Original Cost

B- Operating Expense

C- Operating Cost

D- Capital Expense

Answer:

A

Explanation:

According to the ServiceNow Hardware Asset Management documentation, original cost is the amount paid to acquire an asset, including any taxes, fees, shipping, installation, or other expenses directly related to the purchase. Original cost is used to calculate depreciation and amortization of an asset over its useful life. The other options are not the type of cost that taxes paid at the time of purchase are. Operating expense, operating cost, and capital expense are different ways of classifying the costs of using and maintaining an asset after it is purchased.

Question 9

Question Type: MultipleChoice

When creating a stock rule that replenishes from a vendor, what is a primary requirement for the warehouse stockroom? Choose 2 answers

Options:

A- The stockroom must have an assigned manager

B- The stockroom manager must have a valid email address

C- The stockroom must have an assignment group

D- The stockroom manager must have a valid time zone

E- The stockroom manager must have a valid mobile phone

Answer:

A, B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a stockroom is a location where assets are stored and managed. A stockroom must have an assigned manager who is responsible for overseeing the stockroom operations and inventory. The stockroom manager must have a valid email address to receive notifications and alerts related to the stockroom, such as low stock levels, stock transfers, and stock orders. The other options are not primary requirements for the warehouse stockroom. The stockroom does not need to have an assignment group, a valid time zone, or a valid mobile phone.