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Topic Break Down

Topic	No. of Questions
Topic 1, Hardware Asset Management Overview	76
Topic 2, Hardware Asset Management Processes	94
Topic 3, Hardware Asset Management Implementation	49
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QUESTION NO: 1

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

A. Check for the Hardware Assets module in the application navigator

B. Check for the Hardware Asset Dashboard module in the application navigator

C. Check for the Asset application in the application navigator

D. Check for the Hardware Asset Management application in the application navigator

ANSWER: A

Explanation:

Check for the Hardware Assets module in the application navigator. This is a practical, quick validation because Hardware Asset Management adds hardware-asset-specific navigation modules to the instance. When the HAM capability is installed and the user has the appropriate access, searching the All menu/application navigator for *Hardware Assets* exposes the module used to view and manage records for physical hardware assets. The module is part of the HAM user experience and leads to the hardware asset record list, where lifecycle, financial, inventory, and model-related asset information can be managed. This makes its presence a useful first visual confirmation that the HAM application functionality is available, without needing to inspect plugin records or system properties. ServiceNow describes Hardware Asset Management as the capability for managing physical hardware through its lifecycle, including hardware asset records and related processes. See the ServiceNow Hardware Asset Management documentation and the HAM roles and access documentation for the HAM application context and access requirements.

QUESTION NO: 2

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

A. Enforce Asset Creation

B. Enforce Asset Verification

C. Enforce Asset Validation

D. Enforce CI Validation

E. Enforce CI Verification

ANSWER: E

Explanation:

Enforce CI Verification is the model-category control that prevents an asset from being created automatically until the related configuration item has been verified. Hardware Asset Management relies on the relationship between asset records and CMDB configuration items to maintain trustworthy lifecycle, ownership, and inventory data. By requiring CI verification first, this setting ensures that an incoming or newly identified CI is evaluated before the platform creates the associated asset record. This is particularly useful for discovery and integration-driven processes, where incomplete, duplicate, or unapproved CI data could otherwise generate asset records without the required validation. The control therefore supports more accurate asset-to-CI relationships and helps preserve the quality of the hardware asset repository. ServiceNow describes Hardware Asset Management as the capability for managing hardware assets throughout their lifecycle, including the data relationships needed for effective operational and financial management. See the ServiceNow Hardware Asset Management product page and the ServiceNow product documentation portal for current HAM documentation and release-specific configuration guidance.

QUESTION NO: 3

Which hardware lifecycle milestone generally indicates that a manufacturer no longer sells or produces a product model?

A. End of Life

B. In Stock

C. Received

D. Pending Disposal

ANSWER: A

Explanation:

End of Life is correct. End of Life identifies the point at which a product model is no longer being produced or marketed by the manufacturer. This information helps organizations plan replacement strategies, stop procuring obsolete models, and manage remaining inventory. End of Service is a separate milestone that is more directly associated with the conclusion of manufacturer support. See the ServiceNow Hardware Asset Management product page.

QUESTION NO: 4

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

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:

For a vendor-replenishment stock rule, the warehouse stockroom must have an assigned manager, and that manager must have a valid email address. The stockroom manager is the accountable user for stockroom operations and is used by the replenishment workflow to support communication and operational ownership. A valid email address is essential because vendor replenishment and related stock processes can generate notifications that need a deliverable recipient, including communications associated with fulfillment, ordering, or exceptions. These requirements ensure that the stockroom is not merely a storage location in the CMDB, but an operationally managed location with a responsible contact who can receive system-generated correspondence. Before configuring stock rules, organizations should therefore confirm that the warehouse stockroom record has a manager specified and that the referenced user record includes a valid email value. This supports reliable vendor replenishment processing and notification delivery. ServiceNow's Hardware Asset Management documentation describes stockroom and inventory-management capabilities within HAM, while its product documentation provides the broader workflow and configuration context for asset and inventory operations. See the ServiceNow Hardware Asset Management product page and the ServiceNow Hardware Asset Management documentation.

QUESTION NO: 5

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: A B D E

Explanation:

The `ham_admin` role is the administrative role for Hardware Asset Management and provides broad access to manage the hardware asset lifecycle and its supporting HAM processes. It allows Hamm to **create and delete asset records**, which is necessary to maintain the asset inventory as devices are received, updated, retired, or removed. Hamm can also **import assets**, enabling asset data to be loaded into the platform from approved data sources and then managed through HAM processes.

The role supports data-quality administration as well. Hamm can **revert normalization results** when a normalization outcome needs to be undone, allowing asset and model data to be corrected and governed appropriately. Finally, Hamm can **create flows** used to automate Hardware Asset Management work, such as lifecycle activities, approvals, notifications, and task orchestration. These capabilities align with the HAM administrator's responsibility for configuring and operating HAM processes rather than merely consuming asset data. ServiceNow documents Hardware Asset Management capabilities and its role-based access model in the Hardware Asset Management documentation and the ServiceNow roles documentation.

QUESTION NO: 6

Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

A. Hardware asset overview

B. Inventory

C. Asset estate

D. Procurement

E. Asset operations

ANSWER: A

Explanation:

Hardware asset overview is the Hardware Asset Workspace view designed as the central landing area for common HAM activities. It consolidates operational shortcuts so hardware asset managers can quickly reach the work involved in maintaining a reliable asset estate and carrying out key lifecycle processes. In particular, its quick links provide direct access to model normalization work, request-related activities, inventory movement through transfer orders, replenishment through stock orders, device refresh processes, and end-of-life disposal processes. Bringing these related actions into one view reduces the need to navigate separately through multiple modules or task lists and gives asset teams a practical starting point for their daily operational work.

This matches the purpose of Hardware Asset Workspace: to give personas working in Hardware Asset Management a unified, role-oriented experience for managing hardware assets and associated workflows. Model normalization is especially important because normalized model data supports accurate asset records, while the request, transfer, stock, refresh, and disposal links support the asset lifecycle from acquisition and fulfillment through movement, replacement, and retirement. See the ServiceNow Hardware Asset Workspace documentation and the Hardware Asset Management product overview.

QUESTION NO: 7

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

A. The model name is missing from the hardware model record.

B. The model number is missing from the hardware model record.

C. The model product is missing from the hardware model record.

D. The model manufacturer is missing from the hardware model record.

ANSWER: C

Explanation:

The model product is missing from the hardware model record. A Partially Normalized status indicates that the Hardware Asset Management normalization process was able to identify and standardize some model information, but it could not complete the full normalization result. The product value is a key normalized attribute used to associate a discovered or imported model with the correct standardized hardware product. When that product cannot be identified or populated, the record remains only partially normalized rather than receiving a fully normalized status. Completing the product information enables the platform to consistently classify the model and use reliable manufacturer-product-model data in downstream hardware asset processes, including model management, lifecycle tracking, and reporting. Administrators should review the source model data and normalization results, then provide sufficiently specific identifying information so the normalization engine can resolve and populate the appropriate product. ServiceNow documents hardware model normalization as the process used to standardize hardware model data and improve the consistency of hardware asset records. See the ServiceNow hardware model normalization documentation and the Hardware Asset Management product documentation.

QUESTION NO: 8

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

ANSWER: A D

Explanation:

The End of Life tab provides lifecycle-focused visibility for hardware that is approaching, has reached, or is progressing through end-of-life handling. **Hardware asset disposal status** is included because disposal is a key final-stage Hardware Asset Management activity. This information helps asset managers monitor disposal progress and ensure that retired equipment is handled through an appropriate, trackable process. Tracking the status of disposal supports governance of physical assets as they leave active use and move toward final disposition.

Consumable models up for End of Life is also included because consumables can have model-level lifecycle dates that require planning. Identifying consumable models approaching end of life enables teams to assess replacement needs, manage remaining inventory, and avoid continued procurement or use of products that are no longer supported or available. Together, these dashboard indicators help organizations make timely lifecycle decisions for both individually managed hardware assets and consumable inventory. ServiceNow describes Hardware Asset Management as providing lifecycle management and visibility for hardware assets; see the ServiceNow Hardware Asset Management product page and the ServiceNow Hardware Asset Management documentation.

QUESTION NO: 9

How often are the tabs in the Hardware Asset dashboard updated?

A. Daily based on scheduled job

B. Hourly

C. In real time

D. Every 15 minutes

ANSWER: A

Explanation:

Daily based on scheduled job is correct. The Hardware Asset dashboard presents aggregated, operational metrics across its tabs, rather than recalculating every displayed metric continuously as underlying asset records change. ServiceNow refreshes the dashboard tab data through its scheduled processing so that the dashboard has a consistent daily reporting snapshot. This approach supports predictable dashboard performance while still providing current enough information for hardware-asset lifecycle monitoring, such as inventory, compliance, lifecycle status, and optimization activities.

Administrators should therefore expect changes made to hardware asset records, models, contracts, or related data to be reflected after the next scheduled daily refresh, rather than immediately in each dashboard tab. If reporting needs require more immediate, transaction-level visibility, teams should use an appropriate list, report, or workspace view designed for that purpose. The Hardware Asset Management documentation describes the dashboard as part of the HAM reporting and visibility experience; scheduled jobs are the platform mechanism used to run recurring processing. See the Hardware Asset Management documentation and ServiceNow scheduled jobs documentation.

QUESTION NO: 10

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: B C F

Explanation:

Roles control access to features in the product because ServiceNow roles are permissions assigned to users or groups that determine which applications, modules, records, and operations they can access. This role-based access model lets an administrator grant the capabilities needed for a person's responsibilities while maintaining appropriate governance. Personas represent types of users of the product because they describe a user's functional relationship to IT Asset Management, such as the work they perform and the outcomes they need to achieve. They are therefore useful for organizing ITAM responsibilities, experiences, and role recommendations around recognizable user types.

A user may have multiple roles and personas because real-world ITAM responsibilities commonly overlap. For example, one person can perform activities associated with more than one functional user type and require the combined permissions associated with several roles. Assigning the relevant personas helps represent those responsibilities, while assigning the associated roles provides the actual platform access required to complete the work. ServiceNow's platform documentation describes roles as the mechanism used to control access, and ITAM documentation presents personas as user-oriented definitions for ITAM functions. See ServiceNow documentation on roles and ServiceNow IT Asset Management.

QUESTION NO: 11

What is the default display name for an asset?

A. An automatically generated combination of serial number and model category

B. An automatically generated combination of asset tag and model

C. An automatically generated combination of serial number and model

D. An automatically generated combination of asset tag and model category

ANSWER: B

Explanation:

An automatically generated combination of asset tag and model is the default display name for an asset. ServiceNow uses the model to provide meaningful product context, such as the manufacturer and device type represented by the selected product model, while the asset tag supplies the organization-specific identifier that distinguishes one asset record from another. Combining these values produces a readable label that is useful in asset lists, reference fields, searches, and operational workflows without requiring users to rely on a serial number. The asset tag is the primary internal tracking identifier assigned to the asset, whereas the model identifies the standard product definition associated with it. This default naming behavior helps asset managers quickly recognize both what the asset is and which individual asset record they are viewing. Administrators can configure related asset-management processes and fields to meet organizational requirements, but the out-of-box default display-name composition is based on the asset tag and model. See the ServiceNow Hardware Asset Management product documentation at Hardware Asset Management and the ServiceNow Asset Management documentation at Asset Management.

QUESTION NO: 12

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: C D E

Explanation:

Hardware Asset Management lifecycle management maturity is commonly presented as a progression from visibility, through control, to optimization. “Know what you have” is the foundational tier because reliable, normalized asset inventory and lifecycle data establish the basis for every later asset-management activity. “Improve management controls” is the next tier, focusing on governed processes and controls for requesting, receiving, deploying, maintaining, transferring, retiring, and disposing of hardware assets. These controls help organizations manage asset accountability and lifecycle status consistently. “Improve efficiency” represents the optimization tier, where trustworthy asset and process data can be used to streamline fulfillment, reduce manual effort, improve reuse, and make better operational and financial decisions. Together, these tiers describe the practical evolution of a hardware asset-management program: first establish accurate knowledge of the estate, then apply disciplined lifecycle controls, and finally optimize operations and outcomes. ServiceNow Hardware Asset Management supports this lifecycle approach by providing visibility and management capabilities across hardware assets from acquisition through disposal. See the ServiceNow Hardware Asset Management product page and the Hardware Asset Management documentation.

QUESTION NO: 13

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

A. Interfaces

B. APIs

C. Instances

D. Scopes

ANSWER: D

Explanation:

Scopes is correct because ServiceNow Delegated Development grants a user development access within explicitly assigned application scopes. A scope is the application boundary that contains its associated configuration, application files, and data. An application administrator or system administrator assigns delegated developers to an application and defines the development permissions they receive in that application's scope, such as which artifacts they can create, edit, or delete. This model lets organizations allow selected users to contribute to an application while retaining administrative control over the rest of the instance and other applications. The delegated developer's access is therefore tied to the scope of the application on which they are authorized to work, rather than being general access to the full platform. Where a scoped application needs to interact with resources belonging to another application, ServiceNow uses cross-scope access controls and privilege requests to govern that interaction. This preserves application isolation while enabling approved integrations when required. See ServiceNow's Delegated Development documentation and its Application Scoping documentation for the scope-based application security model.

QUESTION NO: 14

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

A. procurement_user

B. inventory_admin

C. itil

D. discovery_admin

E. asset

ANSWER: C

Explanation:

The **itil** role is correct because it is ServiceNow's core fulfiller role for IT Service Management processes. It grants users the baseline access needed to work operational ITSM records, including creating, viewing, updating, and resolving incidents; participating in problem management; submitting and implementing changes according to configured change processes; and working with configuration items in the CMDB as required by those processes. Organizations commonly assign **itil** to service desk analysts, incident resolvers, change implementers, and other IT support personnel who must perform day-to-day work in Incident, Problem, Change, and Configuration Management. The exact actions available can also be refined by additional roles, assignment groups, ACLs, and organizational process configuration, but **itil** supplies the standard foundational permissions across these ITSM applications. ServiceNow's role documentation identifies itil as a standard role used to access and work with ITSM functionality, while its ITSM documentation describes Incident, Problem, Change, and Configuration Management as key IT service management practices. See the ServiceNow roles documentation and the ServiceNow ITSM product overview.

QUESTION NO: 15

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

A. Disposed

B. Donated

C. Vendor Credit

D. Destroyed

E. Pending Disposal

F. Sold

ANSWER: A C E F

Explanation:

In Hardware Asset Management, the Retired lifecycle state identifies hardware that is no longer intended for operational use and is being processed through an approved end-of-life outcome. **Disposed** is used when the organization has completed disposal of the asset. **Pending Disposal** represents an asset that has been removed from use and awaits the disposal process or its completion. **Sold** records the retirement outcome when ownership is transferred through a sale. **Vendor Credit** is used when the asset is returned or otherwise processed with the vendor in exchange for a financial credit. These substates provide meaningful, reportable outcomes for the retirement workflow and support reliable asset-history, compliance, and financial tracking. ServiceNow's Hardware Asset Management documentation describes lifecycle management as tracking assets through their lifecycle, including retirement and disposition activities. See the ServiceNow Hardware Asset Management documentation and the ServiceNow Hardware Asset Management product overview for lifecycle-management context.

QUESTION NO: 16

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

A. Delivery cost

B. Original cost

C. Depreciation expense

D. Operational expense

ANSWER: A B

Explanation:

Total cost of ownership in ServiceNow Hardware Asset Management includes the asset's original cost and its delivery cost. Original cost establishes the baseline acquisition amount paid for the hardware asset. It is the starting point for tracking the financial investment associated with the asset throughout its lifecycle. Delivery cost is also included because receiving the asset is a direct, attributable cost of putting that asset into the organization's possession and available for use. Recording both values on the asset provides a more complete view of the financial commitment than the purchase price alone.

HAM supports lifecycle cost tracking through asset cost information so organizations can assess the financial impact of hardware ownership, make informed refresh and procurement decisions, and report on asset investment consistently. Capturing acquisition-related costs such as the original purchase amount and delivery charge ensures that total-cost reporting reflects the actual amount required to obtain the hardware. See ServiceNow's Hardware Asset Management product overview and the Hardware Asset Management documentation for product and lifecycle-management guidance.

QUESTION NO: 17

Which activities are normally performed as part of a controlled hardware retirement process? (Choose three.)

A. Remove the asset from active service

B. Perform approved data sanitization

C. Record the final disposition outcome

D. Create a new hardware model

E. Return the asset to available stock

ANSWER: A B C

Explanation:

A controlled retirement process preserves accountability for hardware after it leaves active use. Organizations should **remove the asset from active service**, **perform approved data sanitization**, and **record the final disposition outcome**, such as disposal, sale, or vendor credit. These activities help maintain an auditable lifecycle history and reduce operational, security, and compliance risk.

Creating a new hardware model or returning the retired asset to an available stock state does not represent a retirement activity. See ServiceNow Hardware Asset Management for lifecycle-management information.

QUESTION NO: 18

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

ANSWER: A F G

Explanation:

Baseline ITSM Asset Management includes **Mobile My Assets**, **Stockrooms**, and **Mobile Asset Receiving**. Mobile My Assets gives users a mobile experience for viewing assets assigned to them and carrying out relevant asset actions, helping maintain awareness of custody and assignment. Stockrooms provide the operational location and inventory structure used to hold, track, and manage asset stock, including assets available for fulfillment or movement. Mobile Asset Receiving supports the receiving workflow on a mobile device, enabling receiving personnel to capture incoming asset information at the point of delivery and update inventory efficiently.

Together, these capabilities support foundational asset-management processes: maintaining inventory in designated storage locations, receiving hardware into the organization's inventory, and enabling employees to access information about their assigned assets. They are part of the baseline ITSM Asset Management experience rather than the advanced data-enrichment and hardware-asset-management capabilities delivered through separately licensed HAM offerings. ServiceNow describes Asset Management as the capability for tracking assets throughout their lifecycle and connecting asset data with operational workflows. See the ServiceNow IT Asset Management product page and the ServiceNow Asset Management documentation.

QUESTION NO: 19

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

ANSWER: B D E

Explanation:

Hardware Asset Management uses lifecycle phases on hardware model records to describe the model's status in the manufacturer and market lifecycle, rather than the operational status of an individual asset. **Pre-release** is the appropriate phase when a model is known or planned but is not yet generally available to acquire. This enables organizations to prepare catalog and asset-management data before the model enters normal procurement and use. **General Availability** applies when the manufacturer has released the model for standard purchase and support. It represents the normal active period in which the model can be selected and managed as a current offering. **End of Life** applies when the manufacturer has ended the model's market life; organizations can use that information to identify models that require refresh planning, replacement analysis, or retirement consideration. These are model-level lifecycle values, so they help standardize lifecycle reporting and decision-making across all assets associated with the same model. ServiceNow documents hardware model lifecycle management as part of Hardware Asset Management; see the Hardware model lifecycle documentation and the ServiceNow Hardware Asset Management product overview.

QUESTION NO: 20

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

A. Asset and CI Action

B. Asset-CI Task Action

C. Asset Task Action

D. Asset Action

ANSWER: B

Explanation:

Asset-CI Task Action is the field an agent completes during incident resolution to instruct Hardware Asset Management task automation how to process the incident's associated configuration items and asset records. The selected action supplies the operational direction required for HAM to create and process the appropriate Asset-CI task work, so that updates are applied consistently across the related CMDB CI and hardware asset data. This connection is important because incident resolution alone does not inherently communicate the intended asset-lifecycle or CI-management outcome; the Asset-CI Task Action value provides that explicit instruction to the HAM workflow. By recording the action as part of resolving the incident, the agent enables the automated process to maintain alignment between the CI relationship and the asset record, improving lifecycle data quality and reducing manual follow-up. ServiceNow's Hardware Asset Management documentation describes HAM capabilities for managing hardware assets and maintaining the asset information used in lifecycle processes. See the ServiceNow Hardware Asset Management documentation and the ServiceNow Hardware Asset Management product overview.

QUESTION NO: 21

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

ANSWER: C

Explanation:

Now Mobile app is the employee-facing ServiceNow mobile experience that lets users access self-service capabilities from a phone or tablet. In a Hardware Asset Management implementation, this includes making asset information available to the employee who is assigned a device, so they can identify and review their assigned hardware without needing to use the desktop interface. The same mobile experience supports submitting an incident when the employee encounters a problem with that device. This connects the employee's request for help to ServiceNow IT Service Management while maintaining the asset context that is central to effective hardware lifecycle management. ServiceNow positions Now Mobile as a unified native mobile app for employees to complete common workflows and access service experiences wherever they work. Hardware Asset Management provides the processes and data model for managing the lifecycle of physical assets, including their assignment to users. Together, these capabilities support the described workflow: viewing assigned assets and reporting device issues through an incident. See ServiceNow's Now Mobile product information and Hardware Asset Management product information.