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QUESTION 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

Correct Answer: ADE

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

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: C

QUESTION 4

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

A. Extend date

B. Renew date

C. Expire date

D. Start date

Correct Answer: D

QUESTION 5

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: D

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