

ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management



NEW QUESTION 1

What information would you find on the Inventory tab of the Hardware Asset dashboard? (Choose three.)

- A. New hardware assets found by audits
- B. Hardware models up for end of life
- C. Hardware nearing end of warranty
- D. Active stock rules
- E. Open asset audits
- F. Requests that require sourcing

Answer: ADE

NEW QUESTION 2

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

- A. Delivery cost
- B. Original cost
- C. Depreciation expense
- D. Operational expense

Answer: BD

NEW QUESTION 3

What are model records?

- A. Models are specific versions or various configurations of an asset
- B. Models are any computer, device, software or service in the CMDB
- C. Models directly associate configuration item (CI) classes with asset classes
- D. Models are anything capable of being owned or controlled to produce economic value

Answer: A

NEW QUESTION 4

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

- A. Hardware asset order
- B. Hardware bulk stock order
- C. Hardware swap order
- D. Hardware retire order
- E. Hardware deployment
- F. Hardware disposal

Answer: AEF

NEW QUESTION 5

Which role allows you to allocate a resource?

- A. resource_user
- B. it_project_user
- C. business_stakertolder
- D. resource_manager

Answer: D

NEW QUESTION 6

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: ABCF

NEW QUESTION 7

A blind inventory audit is typically initiated via which interface?

- A. Third-party API
- B. Now Inventory app
- C. Now Agent Mobile app
- D. Now Mobile app

Answer:

C

NEW QUESTION 8

Since trustworthy data is key to good asset management practices, where would you look to determine the number of days until next Content Service download will occur?

- A. Asset > Administration
- B. Asset > Overview
- C. Asset Hardware Model Normalization > Content Service Setup
- D. Asset > Asset Audits > Asset Audits
- E. Asset > Hardware Asset Dashboard

Answer: E

NEW QUESTION 9

What are baseline asset states? (Choose three.)

- A. In Stock
- B. Consumed
- C. Retired
- D. Duplicate
- E. Exported

Answer: ABC

NEW QUESTION 10

For what asset actions are asset tasks provided? (Choose three.)

- A. Provision
- B. Retire
- C. Update/Repair
- D. Swap
- E. Assign/Allocate

Answer: BCD

NEW QUESTION 10

Classes are represented as tables in the ServiceNow database. Which is the base asset class?

- A. cmdb_asset
- B. alm_hardware
- C. alm_asset
- D. cmdb_hardware

Answer: C

NEW QUESTION 14

Key features of consumables are: Choose 2 answers

- A. Can Be discovered
- B. Managed in bulk
- C. Retired on consumption
- D. Fixed cost
- E. Low value

Answer: AC

NEW QUESTION 19

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

NEW QUESTION 21

Configuration items (CIs) track what type of information? (Choose two.)

- A. Financial
- B. Operational
- C. Lifecycle
- D. Contractual
- E. Relationship

Answer: BC

NEW QUESTION 25

Which is NOT considered an asset?

- A. Websites
- B. Switches
- C. Routers
- D. Buildings
- E. Software entitlements

Answer: A

NEW QUESTION 26

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

Answer: C

NEW QUESTION 27

During the hardware model normalization process, which field is the most important criteria for creating a fully Normalized hardware model?

- A. Model number
- B. Manufacturer
- C. Display name
- D. Model name

Answer: D

NEW QUESTION 29

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

- A. Certificate of discharge
- B. Certificate of decommission
- C. Certificate of destruction
- D. Certificate of disposal
- E. Certificate of retirement

Answer: D

NEW QUESTION 32

Which mobile app allows the user to conduct an inventory audit?

- A. ServiceNow Agent mobile app
- B. Mobile My Inventory
- C. Mobile Hardware Asset Management
- D. Mobile My Assets
- E. ServiceNow Inventory mobile app

Answer: A

NEW QUESTION 36

What are the three types of catalogs in ServiceNow? (Choose three.)

- A. Product Catalog
- B. Consumable Catalog
- C. Asset Catalog
- D. Vendor Catalog
- E. Service Catalog

Answer: ACD

NEW QUESTION 39

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: D

NEW QUESTION 40

When using transform maps to transform imported hardware model data to your desired asset tables, what option do you set to uniquely identify the same asset in order to merge/update records?

- A. Coalesce
- B. Consolidate
- C. Unique identifier
- D. Unique source
- E. Unique target
- F. Combine

Answer: A

NEW QUESTION 41

Which of the following are components of the asset request structure? (Choose three.)

- A. Procurement orders
- B. Transfer orders
- C. Stock order tasks
- D. Purchase orders
- E. Catalog tasks

Answer: BDE

NEW QUESTION 46

When does an asset's lifecycle begin?

- A. When an asset request is fulfilled
- B. Upon the asset deployment
- C. When the asset is procured
- D. Upon the asset's request

Answer: C

NEW QUESTION 49

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

- A. IP address
- B. CPU
- C. Cost
- D. Operating system
- E. Memory

Answer: D

NEW QUESTION 52

What do certification filters define?

- A. The percentage of tasks required for the certification to be considered complete
- B. When the certification is performed
- C. The assets to be certified
- D. What fields are displayed for certification

Answer: C

NEW QUESTION 53

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- A. Python
- B. Regex
- C. sed/awk
- D. JavaScript

Answer: B

NEW QUESTION 54

Select the three main components of the data certification process. (Choose three.)

- A. Certify the certification
- B. Assign the certification tasks
- C. Create the certification filter

- D. Create the certification schedule
- E. Run the certification

Answer: CDE

NEW QUESTION 56

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model Normalization Content Service. How do you determine if the content has been downloaded?

- A. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not
- B. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- C. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard
- D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

Answer: C

NEW QUESTION 60

What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

- A. Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted
- B. Unrecognized data doesn't get sent to the ServiceNow Content Service and the customer doesn't receive Content Library updates
- C. Unrecognized data doesn't get sent to the ServiceNow Content Service
- D. Customer doesn't receive Content Library updates

Answer: C

NEW QUESTION 62

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

- A. The software allocations remain with the hardware asset and need to be reclaimed manually.
- B. The software allocations are automatically returned back into inventory.
- C. The software allocations are removed from the asset, but not returned to inventory.
- D. The behavior is controlled by the configurable system property glide.ham.retire_reclaim_sw().
- E. The behavior is controlled by the configurable system property glide.ham.retire_sw().

Answer: D

NEW QUESTION 65

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: BCE

NEW QUESTION 66

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

Answer: BCE

NEW QUESTION 70

After installing the Hardware Asset Management (HAM) plugin, how do you update it when new versions become available?

- A. The HI portal team automatically updates as new versions become available
- B. On your instance, filter on application updates, then click Update
- C. On your instance, filter on application updates, then request an update from HI
- D. Run scheduled job, HAM Check for Updates, and request an update
- E. Check the HI portal for updates and request an update

Answer: B

NEW QUESTION 73

For a model to be fully normalized, what must be added to the model record?

- A. Version

- B. Owner
- C. Manufacturer
- D. Model number

Answer: D

NEW QUESTION 75

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

NEW QUESTION 77

What happens to the associated assets when you cancel a transfer order line on a transfer order?

- A. The asset(s) on the order line are released, but their state remains Pre-allocated
- B. The asset(s) on the order line are released and they can be attached to another transfer order
- C. All assets on the transfer order are released, but their state remains Pre-allocated
- D. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
- E. All assets on the transfer order are released and they can be attached to another transfer order

Answer: B

NEW QUESTION 80

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

- A. Scanned
- B. Not found
- C. New
- D. Scanned and not expected
- E. Scanned and expected
- F. Expected and not found

Answer: CDEF

NEW QUESTION 81

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

- A. Original Cost
- B. Operating Expense
- C. Operating Cost
- D. Capital Expense

Answer: A

NEW QUESTION 82

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

- A. Monthly
- B. Weekly
- C. Daily
- D. Quarterly

Answer: C

NEW QUESTION 87

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment. Why?

- A. It indicates who should sign the document
- B. It indicates who generated the document
- C. It indicates the Opened for user
- D. It indicates who the document is about

Answer: B

NEW QUESTION 89

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

Answer: E

NEW QUESTION 94

What functionality enables you to automatically create asset records from information provided by your vendor while your assets are still in transit?

- A. Advanced Delivery Notification (ADN)
- B. Advanced Shipment Notification (ASN)
- C. Automatic Shipment Notification (ASN)
- D. Automatic Asset Notification (AAN)
- E. Advanced Vendor Notification (AVN)

Answer: B

NEW QUESTION 95

What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

- A. Quantity > 0
- B. State is In stock or Pending Delivery
- C. Substate is pre-allocated
- D. Substate is Available
- E. Quantity > stockroom threshold
- F. State is In stock

Answer: ADF

NEW QUESTION 99

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

- A. ham_normalization
- B. ham_user
- C. ham_admin
- D. asset_manager
- E. asset

Answer: E

NEW QUESTION 103

What plugin helps alleviate inconsistencies in company names?

- A. Extended CMDB
- B. Normalization Data Services
- C. Contract Management
- D. Data Certification

Answer: B

NEW QUESTION 105

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: ACD

NEW QUESTION 106

When creating a stock rule that replenishes from a vendor, what is primary requirement for the warehouse stockroom? (Choose two.)

- A. The stockroom manager must have a valid email address Most Voted
- B. The stockroom must have an assigned manager Most Voted
- C. The stockroom must have an assignment group
- D. The stockroom manager must have a valid mobile phone
- E. The stockroom manager must have a valid time zone

Answer: AB

NEW QUESTION 111

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

Answer: ABD

NEW QUESTION 114

What baseline flow could you use to replace hardware assets nearing their end-of-life?

- A. Hardware Asset Refresh
- B. Refresh Asset Request
- C. Loaner Asset Refresh
- D. Update Asset Request

Answer: A

NEW QUESTION 119

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-CI Task Action
- B. Asset Task Action
- C. Asset Action
- D. Asset and CI Action

Answer: A

NEW QUESTION 124

What is the default state of a newly created asset?

- A. In use
- B. Consumed
- C. On order
- D. In stock

Answer: A

NEW QUESTION 128

When working in conjunction with a Field Service Management (FSM) change task, what feature removes the need to manually update the asset record associated to the task?

- A. CI update flow
- B. Asset inventory
- C. Scheduled job
- D. Asset task
- E. On-demand job

Answer: D

NEW QUESTION 131

When should you retire an IT asset?

- A. At any point it is recommended by the HAM-defined asset policy
- B. At any point that it is recommended by your company-defined policies and procedures
- C. At any point it is recommended by the HAM-defined asset disposal procedure
- D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of- service
- E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of- life

Answer: B

NEW QUESTION 134

A transfer order is used to do what?

- A. Transfer an asset between vendors
- B. Move an asset to an external stockroom
- C. Move an asset between stockrooms
- D. Transfer an asset to a user

Answer: C

NEW QUESTION 135

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?

- *Assigned to
- *Model
- *Model category
- *State
- *Stockroom
- *Substate

- A. The stock manager must create a separate model record if the cost per item is more/less
- B. The data is automatically merged to create a blended quantity and cost
- C. The data is automatically created in a new record if the cost per item is more/less
- D. The stock manager must merge the consumable records to create a blended quantity and cost

Answer: B

NEW QUESTION 139

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B

NEW QUESTION 141

During an inventory audit, what happens if you accidentally scan the same asset twice?

- A. The first scan is imported
- B. Both records are imported
- C. HAM automatically removes duplicates
- D. The most recent scan is imported

Answer: C

NEW QUESTION 146

How do you prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service?

- A. Select Exclude from content service on the Normalization tab of the hardware model record
- B. Click the Exclude button on the hardware model record
- C. Click the Opt-out button on the hardware model record
- D. Select Opt-out from content service on the Normalization tab of the hardware model record

Answer: A

NEW QUESTION 151

What is an attribute that will remain unchanged throughout the life of the asset?

- A. Memory
- B. Serial number
- C. CPU type
- D. Operating system

Answer: A

NEW QUESTION 154

Which of these automatic restocking actions are available in baseline? (Choose two.)

- A. Create a task assigned to stock room manager to contact procurement manager
- B. Create a task assigned to the stock room manager to create a purchase order
- C. Create a new asset from any returned inventory
- D. Create a transfer order to restock from another stockroom
- E. Create a transfer order to restock from a vendor

Answer: BD

NEW QUESTION 156

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are reported as Match Not Found. What are potential causes of this? (Choose three.)

- A. You have opted out of the Content Service
- B. The content is not available from the Content Service
- C. Your model form contains a good Model number, but a bad model Name
- D. Something on your model form may be badly formatted
- E. The content has not been downloaded from the Content Service

Answer: BDE

NEW QUESTION 157

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

Answer: BD

NEW QUESTION 158

What is the purpose of stock rules? (Choose two.)

- A. To automatically transfer assets when a low quantity threshold is detected in a stockroom
- B. To track stock orders from a vendor
- C. To send notifications when a low quantity threshold is detected in a stockroom
- D. To track stock movement between stockrooms
- E. To send notifications when a stock shipment arrives at a stockroom

Answer: BC

NEW QUESTION 162

A scheduled job runs nightly to determine if any rate cards need to be applied to generate expense lines. What is the name of the scheduled job?

- A. Process CM Costs
- B. Process Rate Cards
- C. Process FM Costs
- D. Process Expense Lines

Answer: C

NEW QUESTION 164

When transferring non-consumable assets between stockrooms, how must they be transferred?

- A. In sets of two items
- B. No more than 10% of the source stockroom's inventory
- C. As a single entity with a quantity of one
- D. In groups of ten items

Answer: C

NEW QUESTION 169

Which elements are provided by the hardware asset management content service? (Choose three.)

- A. Manufacturer lifecycle dates
- B. Cost
- C. Product warranty
- D. Manufacturer
- E. Model name
- F. Compatibles

Answer: ADE

NEW QUESTION 172

How do you calculate residual value?

- A. Subtract the amortized value from the cost of the asset
- B. Subtract storage and lease cost from the cost of the asset
- C. Subtract the depreciation from the cost of the asset
- D. Subtract the salvage value from the cost of the asset

Answer: C

NEW QUESTION 173

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: B

NEW QUESTION 178

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

- A. Track its incurred costs
- B. Manage its retirement
- C. Track its relationship information
- D. Manage its license contracts
- E. Know who is using it

Answer: C

NEW QUESTION 181

What prevents two asset managers from transferring the same asset at the same time?

- A. A stockroom rule
- B. A business rule
- C. A stock rule
- D. A transfer rule

Answer: B

NEW QUESTION 182

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