



ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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NEW QUESTION 1

What is the global standard for product recognition used during hardware model normalization?

- A. IAPSO
- B. UPC
- C. UNSPSC
- D. ECCMA
- E. NIGP

Answer: C

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 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 4

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

- A. Interfaces
- B. APIs
- C. Instances
- D. Scopes

Answer: D

NEW QUESTION 5

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

- A. Create a single asset via barcode scan
- B. Receive one or multiple assets from a purchase order
- C. Create multiple assets listed on a contract PDF scan
- D. Create a single asset via Name search

Answer: AB

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

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

- A. Missing transform map
- B. Plugin issues
- C. Invalid transform map
- D. Missing data

Answer: D

NEW QUESTION 9

What are the four tiers of Capability Blueprint?

- A. Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance
- B. Trustworthy Data, Practical Management, Process Integration, Business Alignment
- C. Trustworthy Data, Practical Management, Operational Integration, Strategic Conformance
- D. Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment

Answer: C

NEW QUESTION 10

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 10

What are baseline asset states? (Choose three.)

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

Answer: ABC

NEW QUESTION 13

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 10 days before
- B. 1 week before
- C. 60 days before
- D. Day of expiration
- E. 90 days before
- F. 30 days before

Answer: BCDF

NEW QUESTION 14

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 18

A contract can be cancelled when the State is what?

- A. Expired
- B. Active
- C. Inactive
- D. Rejected

Answer:

B

NEW QUESTION 22

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

- A. Hardware nearing end of warranty
- B. Hardware model normalization status
- C. Hardware expenditure by vendor
- D. Hardware models up for end of life
- E. New hardware assets found by audits
- F. Requests that require sourcing

Answer: CF

NEW QUESTION 26

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. The hardware model content has not yet been downloaded from the Content Service
- B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- C. Your hardware model form contains a good model number, but a badly formatted model name
- D. You have opted out of the ServiceNow Content Service
- E. A normalization rule for the hardware model does not exist in the Content Service

Answer: ABE

NEW QUESTION 28

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

A component is considered an IT asset when you want to: (Choose three.)

- A. Manage its procurement
- B. Know its relationships to a business service
- C. Track its operational information
- D. Track its incurred costs
- E. Manage its maintenance contracts

Answer: BCE

NEW QUESTION 33

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 35

What is tracked throughout the life of an asset? (Choose three.)

- A. Financial data
- B. Contractual data
- C. Lifecycle data
- D. Configuration data
- E. Hardware data

Answer: ABC

NEW QUESTION 39

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 42

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: ABEF

NEW QUESTION 46

What are the Normalization statuses? (Choose six.)

- A. Manufacturer Normalized
- B. Match Not Found
- C. Partially Normalized
- D. Normalized
- E. Manually Normalized
- F. Version Normalized
- G. New
- H. Found

Answer: ABCDEG

NEW QUESTION 50

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 57

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: CDE

NEW QUESTION 59

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: AFG

NEW QUESTION 60

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 64

What happens to the consumable's asset record after it has been consumed?

- A. The record is marked inactive but remains in the system
- B. The record state is set to in use
- C. The record remains in the system for reporting purposes only
- D. The record is removed from the system

Answer: C

NEW QUESTION 67

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 70

Which of the following are considered original costs as opposed to operational expenses? (Choose three.)

- A. Warranty costs
- B. Purchase price or lease cost
- C. Delivery costs
- D. Resource costs for support
- E. Replacement parts
- F. Maintenance agreements

Answer: ABC

NEW QUESTION 75

Which of an organization's assets are managed using stockrooms?

- A. All available stock, consumable or not
- B. Just consumable assets
- C. All hardware and software assets
- D. All disposable assets

Answer: A

NEW QUESTION 80

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

- 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

NEW QUESTION 83

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 85

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 86

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 87

You may adjust a contract when it is in which of the following states? (Choose two.)

- A. Active
- B. Extended
- C. Canceled
- D. Expired
- E. Renewed

Answer: AD

NEW QUESTION 92

Assets can be moved between stockrooms by using:

- A. Stock orders
- B. Stock rules
- C. Transfer rules
- D. Transfer orders

Answer: D

NEW QUESTION 94

Normalization status is the level of normalization match based on what characteristics? (Choose three.)

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

Answer: ACE

NEW QUESTION 97

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 98

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 102

You have just created a new hardware model record for a group of laptops you purchased. When does normalization first run to normalize the record?

- A. When the daily scheduled HAM – Daily job runs
- B. When the weekly scheduled HAM – Normalization job runs
- C. When you save the hardware model record
- D. When you click the Normalize Hardware Model link under Related Links

Answer: C

NEW QUESTION 104

Stockroom C has seven Bluetooth keyboards with a total value of \$630. The asset manager procures two more of the same model keyboards for \$360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

- A. \$110
- B. \$180
- C. \$63
- D. \$90

Answer: C

NEW QUESTION 106

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: AC

NEW QUESTION 109

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

- A. Discovery
- B. Cost Management
- C. Procurement
- D. Hardware Asset Management
- E. Data Certification
- F. Service Mapping
- G. Managed Documents

Answer: BCDEG

NEW QUESTION 112

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: CDG

NEW QUESTION 114

When creating a list report that groups all assets by product model, which table is used?

- A. alm_asset
- B. alm_model
- C. alm_model_category
- D. alm_hardware

Answer: A

NEW QUESTION 117

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: C

NEW QUESTION 120

What critical information should be tracked for your contracts? (Choose two.)

- A. Who purchased the assets
- B. What each contract costs
- C. What needs to be cancelled
- D. What assets each contract covers

Answer: BD

NEW QUESTION 121

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

- A. Facilities
- B. Contracts
- C. Hardware
- D. Software entitlements
- E. Software distributions

Answer: ACD

NEW QUESTION 123

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 127

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

- A. Sustainability
- B. Plausibility
- C. Credibility
- D. Dependability
- E. Transferability
- F. Reliability

Answer: CDEF

NEW QUESTION 129

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 130

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: ABD

NEW QUESTION 134

What is the focus of asset management?

- A. Financial tracking of the organization's network
- B. Financial tracking of an organization's property
- C. Building of the organization's property
- D. Building the elements that create the organization's network

Answer: B

NEW QUESTION 139

Which features are part of the ServiceNow Mobile App? (Choose two.)

- A. Provides end users visibility to their assigned hardware
- B. Enables reclamation of mobile devices
- C. Provides users visibility to their disposed consumables
- D. Enables end users to log incidents for their assigned assets

Answer: AD

NEW QUESTION 140

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record? (Choose three.)

- A. Software allocations
- B. Maintenance contracts
- C. Depreciation values
- D. Related CI record
- E. Disposal information

Answer: ABD

NEW QUESTION 143

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

- A. Lifecycle data
- B. Contractual data
- C. Financial data
- D. Logical data
- E. Operational data

Answer: ABC

NEW QUESTION 145

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 149

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 150

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 152

When sourcing a requested item from a supplier using the catalog task form to create a purchase order, the catalog item must be available in:

- A. Supplier Catalog
- B. Product Catalog
- C. Inventory Catalog
- D. Vendor Catalog

Answer: D

NEW QUESTION 155

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 157

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Hardware Model Normalization (com.sn_hwnorm)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Outbound Tracking (com.glide.outbound_tracking)
- D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Answer: D

NEW QUESTION 160

Which view displays metrics to the user to indicate when they are due for a refresh based on the scheduled retirement of their assets?

- A. Homepage
- B. Home
- C. Overview
- D. My Assets

Answer: C

NEW QUESTION 165

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 166

By default, what Quick links are available on the Hardware asset overview view? (Choose three.)

- A. Transfer orders
- B. Assets eligible for refresh by model category
- C. Asset requests
- D. Model normalization
- E. Asset count by model category
- F. Asset count by lifecycle state

Answer: ACE

NEW QUESTION 171

For advanced risk assessment, risk response can be handled in the following ways: (Choose two.)

- A. Create multiple risk response tasks Most Voted
- B. Skipped entirely based on attributes defined in the RAM
- C. Must create a mitigation response task
- D. Must create at least one risk response task

Answer: AD

NEW QUESTION 172

The current value of an asset (original cost less the depreciated amount) is known as:

- A. Cost of ownership
- B. Residual value
- C. Current balance
- D. Salvage value

Answer: B

NEW QUESTION 173

When does hardware normalization run by default?

- A. On an hourly basis
- B. On a daily basis
- C. Every 12 hours
- D. Upon saving

Answer: B

NEW QUESTION 175

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 179

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 183

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To help track service levels and the time frame needed to complete a transfer order
- B. To move transfer order lines from one stage to another
- C. To help track the total number of assets moved from one stockroom to another
- D. To automate reordering of consumables as they are consumed by users
- E. To move transfer orders from one stage to another

Answer: AB

NEW QUESTION 187

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 192

Which catalog facilitates the ability to source from existing stock?

- A. Procurement Catalog
- B. Vendor Catalog
- C. Service Catalog
- D. Product Catalog

Answer: C

NEW QUESTION 196

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being audited?

- A. Identified assets
- B. Scanned assets
- C. Expected assets
- D. Labelled assets
- E. Inventoried assets

Answer: C

NEW QUESTION 201

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

NEW QUESTION 202

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 203

Which of the following are functions of the model category? (Choose two.)

- A. Model categories group consumables in the Product Catalog
- B. Model categories determine when to create assets from configuration items (CIs)
- C. Model categories group related assets in the Service Catalog
- D. Model categories provide the link between configuration management and asset management
- E. Model categories provide the link between procurement management and asset management

Answer: BD

NEW QUESTION 205

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
- B. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- C. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.
- D. The request automatically creates a purchase order to obtain the assets from a vendor.

Answer: C

NEW QUESTION 207

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 211

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 214

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

- A. Manufacturer comparables
- B. Manufacturer part number
- C. Manufacturer lifecycle dates
- D. Manufacturer price

Answer: C

NEW QUESTION 219

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 220

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 221

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: E

NEW QUESTION 223

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 227

What minimum role is required in order to use the Hardware Asset dashboard?

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

Answer: C

NEW QUESTION 232

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Relate Links

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