

ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management



NEW QUESTION 1

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

- 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

NEW QUESTION 2

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: C

NEW QUESTION 3

Which is NOT a component of a hardware asset's lifecycle?

- A. Dispose
- B. Request
- C. Consume
- D. Procure
- E. Receive

Answer: C

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

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 6

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 7

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 8

What is the process of restructuring data to maintain consistency?

- A. Integration
- B. Normalization
- C. Discovery
- D. Service Mapping

Answer: B

NEW QUESTION 9

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 10

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 10

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 11

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 15

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 20

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 23

What are the key steps for importing asset data? (Choose three.)

- A. Merge transform maps
- B. Run transform map
- C. Update transform map
- D. Create transform map
- E. Load data
- F. Consolidate data

Answer: BDE

NEW QUESTION 26

Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

- A. Mobile Asset App
- B. Mobile App
- C. Mobile ITAM App
- D. Mobile Agent App

Answer: B

NEW QUESTION 27

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 29

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 31

Publishing an item to the Service Catalog can be done by using the ??Publish to Hardware Catalog?? related link in:

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

Answer: A

NEW QUESTION 35

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 36

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 41

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

- 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

NEW QUESTION 44

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed as a transfer order line on the transfer order
- B. Each asset should be listed in a transfer order task on the transfer order
- C. Each asset should be listed as a transfer order line on the transfer order task
- D. Each asset should be listed in an individual transfer order

Answer: A

NEW QUESTION 47

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 48

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 51

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 56

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 59

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 60

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 63

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 66

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 67

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 71

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

Answer: A

NEW QUESTION 75

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

- A. hard core variables
- B. always use scalar variables
- C. query targets for variables Most Voted
- D. design for a static environment

Answer: C

NEW QUESTION 80

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 83

When using the HAM application, what happens when you create a new transfer order line on a transfer order?

- A. The asset(s) listed in the transfer order line are automatically transferred to the new stockroom
- B. The transfer order line is automatically placed in a state of Ready for fulfilment
- C. A transfer order line task is automatically created to move the transfer order line from one stage to another
- D. A transfer order line task is automatically created to validate enough stock exists
- E. The asset(s) listed in the transfer order line are automatically readied for shipment

Answer: C

NEW QUESTION 86

What types of inventory audits are supported with the Hardware Asset Management (HAM) application? (Choose two.)

- A. Stockroom audit
- B. Vendor audit
- C. Location audit
- D. Discovery audit

Answer: BC

NEW QUESTION 87

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