



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

Which catalogs support the request and procurement process? (Choose three.)

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

Answer: ABD

NEW QUESTION 3

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures and product names?

- A. Asset tag
- B. Display name
- C. Model category
- D. Model number
- E. Asset tracking unit

Answer: D

NEW QUESTION 4

What are the five valid phases of the Now Create methodology?

- A. Create, recap, execute, deliver, review
- B. Initiate, plan, execute, review, close
- C. Review, prepare, create, validate, recap
- D. Initiate, plan, execute, deliver, close

Answer: D

NEW QUESTION 5

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 6

What is the name of the scheduled job that generates expense lines based on rate cards?

- A. Process Daily Costs
- B. Process FM Costs
- C. Process Daily Allocations
- D. Process Expense Allocations

Answer: B

NEW QUESTION 7

What are baseline asset states? (Choose three.)

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

Answer: ABC

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

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: BDE

NEW QUESTION 10

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

- A. Name, Manufacturer, Model category
- B. Asset tracking unit, Manufacturer, Model number
- C. Name, Manufacturer, Model number
- D. Name, Asset tracking unit, Model number
- E. Asset tracking unit, Manufacturer, Model category

Answer: C

NEW QUESTION 10

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 12

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

- A. Extend date
- B. Renew date
- C. Expire date
- D. Start date

Answer: C

NEW QUESTION 13

Which is NOT considered an asset?

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

Answer: A

NEW QUESTION 17

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

- A. Now Create pack
- B. Project pack
- C. Success pack
- D. Methodology pack
- E. Asset pack

Answer: C

NEW QUESTION 18

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 23

Which tab on the Hardware Asset Dashboard enables tracking asset models with missing purchase details?

- A. Asset Heath
- B. Procurement
- C. Model Management
- D. Inventory
- E. End of Lite

Answer: A

NEW QUESTION 27

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 32

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

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 39

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: ABCF

NEW QUESTION 43

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. Yes, it can
- B. No, it cannot unless the lifecycle stage is EOL
- C. No, it cannot
- D. Yes, it can be deleted or deactivated

Answer: C

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 51

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: AB

NEW QUESTION 56

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 58

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 60

What are types of assets? (Choose four.)

- A. Model
- B. Software entitlement
- C. Hardware
- D. Consumable
- E. Stockroom
- F. Facility

Answer: ABCD

NEW QUESTION 65

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 66

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 71

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

- A. Manufacturer
- B. Name
- C. Asset tag
- D. Display name
- E. Model number

Answer: E

NEW QUESTION 72

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

- A. Discard
- B. Order
- C. Procure
- D. Request
- E. Install
- F. Receive

Answer: BEF

NEW QUESTION 73

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 76

An asset is manually created from a purchase order before it has been shipped by the supplier. By default, the state of the asset is set to:

- A. On order
- B. In use
- C. Awaiting delivery
- D. Pending transfer

Answer: A

NEW QUESTION 79

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 81

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 85

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 86

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 89

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 94

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 98

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 103

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

- A. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
- B. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
- C. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
- D. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

Answer: B

NEW QUESTION 107

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 111

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 114

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 115

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 119

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 123

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

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

Answer: ABCD

NEW QUESTION 126

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 130

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 132

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 136

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 138

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

- A. Name, Asset tracking unit, Model number
- B. Name, Manufacturer, Model number
- C. Asset tracking unit, Manufacturer, Model category
- D. Asset tracking unit, Manufacturer, Model number
- E. Name, Device type, Model category

Answer: B

NEW QUESTION 139

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 140

Stock rules have automatic restocking actions that occur through a daily scheduled job. What plugin must be activated in order to configure and use the scheduled job?

- A. Cost Management
- B. Procurement
- C. Field Service Mobile
- D. Order Management

Answer: B

NEW QUESTION 142

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 144

Expected outcomes of IT asset management (ITAM) include which of the following?
(Choose three.)

- A. Integrates with business services via the Service Catalog from request through to disposal
- B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- C. Provides input into, aligns with, and follows corporate governance
- D. Improves application privacy and security adherence
- E. Leverages Service Mapping to predict service impact

Answer: ABC

NEW QUESTION 149

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 150

The Stock Rule Runner scheduled job replenishes stock in a stockroom .

- A. When stock is less than the threshold specified in the stock rule
- B. By creating a purchase orders to restock from other stockrooms
- C. By creating transfer orders to restock from other stockrooms
- D. By notifying the stockroom manager of new transfer orders

Answer: A

NEW QUESTION 153

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 156

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 158

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 162

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 163

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 165

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 170

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 175

How does an end user determine what consumables they have consumed?

- A. Navigate to Self-Service > My Consumables
- B. Navigate to Self-Service > My Assets
- C. Navigate to Asset > Hardware Asset Dashboard
- D. Navigate to Self-Service > My Hardware Asset Dashboard

Answer: B

NEW QUESTION 179

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 181

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 182

Which of the following are valid contract states during a contract??s lifecycle? (Choose four.)

- A. Draft
- B. Canceled
- C. Renewed
- D. Extended
- E. Active
- F. Renegotiated
- G. Expired

Answer: ABE

NEW QUESTION 185

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 189

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 190

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 194

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 198

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 200

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 203

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