



# 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

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 3

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 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

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 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 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 10**

A contract can be cancelled when the State is what?

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

**Answer: B**

**NEW QUESTION 10**

Which is NOT considered an asset?

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

**Answer: A**

**NEW QUESTION 14**

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 16**

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

- A. Lifecycle
- B. Device type
- C. Manufacturer
- D. Memory
- E. Asset tag
- F. Hardware model

**Answer: ABCF**

**NEW QUESTION 21**

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 24**

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 25**

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 27**

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 28**

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 33**

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 37**

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 42**

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 46**

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 51**

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 55**

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 59**

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 63**

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 65**

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 70**

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 75**

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 80**

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 85**

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 88**

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 91**

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 92**

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 93

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 97

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 101

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 105

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

- A. Replacement parts
- B. Storage costs
- C. Maintenance agreements
- D. Warranty costs

**Answer: AC**

### NEW QUESTION 106

From where can you publish catalog items? (Choose two.)

- A. From the model category
- B. From an asset record
- C. From a user record
- D. From a vendor item
- E. From a model

**Answer: CD**

### NEW QUESTION 109

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 114

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 115**

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 119**

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 121**

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