



ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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NEW QUESTION 1

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

- A. Help the asset manager generate reports
- B. Show the value from maintaining inventory
- C. Help the stock manager process transfer orders
- D. Show the value from bulk purchasing
- E. Help the asset manager process purchase orders

Answer: B

NEW QUESTION 2

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 3

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 4

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 5

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 6

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 7

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 8

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 9

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 10

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 10

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 13

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 15

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 17

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 19

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 21

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 24

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 26

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 30

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 32

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 33

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 38

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

- A. Lease
- B. Delivery
- C. Spare parts
- D. Maintenance
- E. Storage

Answer: ACD

NEW QUESTION 40

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 45

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 49

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 53

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 56

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 58

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 61

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 63

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 66

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 69

Under which condition does the Now Platform NOT create an asset automatically?

- A. Configuration normalization
- B. Enforced CI verification
- C. Data synching
- D. Data justification
- E. Model characterization

Answer: B

NEW QUESTION 70

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 73

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 74

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 76

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 78

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 82

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 85

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Relate Links

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