

ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management



NEW QUESTION 1

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 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 information would you find on the Inventory tab of the Hardware Asset dashboard? (Choose three.)

- A. New hardware assets found by audits
- B. Hardware models up for end of life
- C. Hardware nearing end of warranty
- D. Active stock rules
- E. Open asset audits
- F. Requests that require sourcing

Answer: ADE

NEW QUESTION 4

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 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

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 7

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 8

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 9

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 10

What is the process of restructuring data to maintain consistency?

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

Answer: B

NEW QUESTION 10

Key features of consumables are: Choose 2 answers

- A. Can Be discovered
- B. Managed in bulk
- C. Retired on consumption
- D. Fixed cost
- E. Low value

Answer: AC

NEW QUESTION 11

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 12

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 16

Configuration items (CIs) track what type of information? (Choose two.)

- A. Financial
- B. Operational
- C. Lifecycle
- D. Contractual
- E. Relationship

Answer: BC

NEW QUESTION 17

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 18

Which is NOT considered an asset?

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

Answer: A

NEW QUESTION 19

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

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 24

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

- A. Asset Health
- B. Procurement
- C. Model Management
- D. Inventory
- E. End of Life

Answer: A

NEW QUESTION 28

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 29

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 34

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 37

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 41

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 45

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 50

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 55

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 60

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 62

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 64

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 68

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 70

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?

- A. Transform mappings
- B. Mapping assist
- C. Normalization transformation
- D. Normalization mappings
- E. Transform normalization

Answer: D

NEW QUESTION 72

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 73

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 77

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

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 84

What must exist before a consumable can be consumed? (Choose three.)

- A. A stock order record
- B. A model record
- C. A transfer order record
- D. A model category record
- E. A consumable record

Answer: BCE

NEW QUESTION 86

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 88

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Reduces manual intervention
- B. Reduces field agent training
- C. Increases data accuracy
- D. Reduces process cost
- E. Increases speed of updates

Answer: AC

NEW QUESTION 90

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 94

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 99

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 104

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 108

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 111

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 116

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 119

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 123

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 126

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 130

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 134

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 139

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 140

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 145

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 146

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 149

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 152

When creating a stock rule that replenishes from a vender, 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 156

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 157

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 162

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 166

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 167

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 168

To utilize the contract rate cards features, which plugin is required to be activated?

- A. Financial Management
- B. Contract Management
- C. Rate Management

D. Cost Management

Answer: D

NEW QUESTION 171

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 172

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 and CI Action
- B. Asset-CI Task Action
- C. Asset Task Action
- D. Asset Action

Answer: D

NEW QUESTION 175

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 177

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 181

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

- A. Financial
- B. Lifecycle
- C. Contractual
- D. Operational
- E. Relationship

Answer: DE

NEW QUESTION 185

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 190

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 195

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 197

Describe the structure of a Transfer Order.

- A. Transfer Order Task > Transfer Order
- B. Transfer Order > Transfer Order Line > Transfer Order Task
- C. Transfer Order > Transfer Order Task > Transfer Order Line
- D. Transfer Order Task > Transfer Order Line

Answer: B

NEW QUESTION 202

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 206

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 211

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 216

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 218

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 219

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 221

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 222

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 226

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 229

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 231

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 234

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 236

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 239

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 242

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 244

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Correctness
- B. Completeness
- C. Configuration
- D. Conciseness
- E. Conformity
- F. Compliance

Answer: ABF

NEW QUESTION 246

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 248

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