

ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management



NEW QUESTION 1

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 2

What is included in the total cost of ownership? (Choose two.)

- A. Delivery cost
- B. Original cost
- C. Depreciation expense
- D. Operational expense

Answer: BD

NEW QUESTION 3

Winch role allows you to allocate a resource?

- A. resource_user
- B. it_project_user
- C. business_stakertolder
- D. resource_manager

Answer: D

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

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

- A. Create a single asset via barcode scan
- B. Receive one or multiple assets from a purchase order
- C. Create multiple assets listed on a contract PDF scan
- D. Create a single asset via Name search

Answer: AB

NEW QUESTION 6

Which of the following are valid substates of the Retired state? (Choose four.)

- A. Disposed
- B. Donated
- C. Vendor Credit
- D. Destroyed
- E. Pending Disposal
- F. Sold

Answer: ABCF

NEW QUESTION 7

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 8

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 9

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 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 10

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 11

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

- A. Now Agent Mobile App
- B. Now Procurement App
- C. Now Mobile App
- D. Now Onboarding App

Answer: A

NEW QUESTION 13

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 17

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 21

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 26

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 31

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 35

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 38

How can you automate the replenishment of stock levels?

- A. Transfer Rules
- B. Transfer Orders
- C. Stock Filters
- D. Stock Rules

Answer: D

NEW QUESTION 39

What are types of assets? (Choose four.)

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

Answer: ABCD

NEW QUESTION 41

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

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 43

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 45

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 50

Assets can be moved between stockrooms by using:

- A. Stock orders
- B. Stock rules
- C. Transfer rules
- D. Transfer orders

Answer: D

NEW QUESTION 54

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 57

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 58

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 62

For a model to be fully normalized, what must be added to the model record?

- A. Version
- B. Owner
- C. Manufacturer
- D. Model number

Answer: D

NEW QUESTION 63

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 67

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

- A. The model name is missing from the hardware model record.
- B. The model number is missing from the hardware model record.
- C. The model product is missing from the hardware model record.
- D. The model manufacturer is missing from the hardware model record.

Answer: C

NEW QUESTION 69

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 70

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 74

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 77

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 78

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 79

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 84

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 89

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 93

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 98

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 100

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 102

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 104

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 109

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 112

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 115

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Optimize cost
- B. Provide decision support
- C. Improve productivity
- D. Provide financial reporting
- E. Improve operational usage
- F. Track logical relationships

Answer: ABCD

NEW QUESTION 119

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 121

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 126

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 127

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 131

Which elements are provided by the hardware asset management content service? (Choose three.)

- A. Manufacturer lifecycle dates
- B. Cost
- C. Product warranty
- D. Manufacturer
- E. Model name
- F. Compatibles

Answer: ADE

NEW QUESTION 136

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 139

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 142

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