

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 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 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 5

What are model records?

- A. Models are specific versions or various configurations of an asset
- B. Models are any computer, device, software or service in the CMDB
- C. Models directly associate configuration item (CI) classes with asset classes
- D. Models are anything capable of being owned or controlled to produce economic value

Answer: A

NEW QUESTION 6

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 7

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 8

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 9

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 10

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 10

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 11

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 15

What is the process of restructuring data to maintain consistency?

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

Answer: B

NEW QUESTION 16

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 20

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 25

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 26

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 28

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

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

Answer: BC

NEW QUESTION 31

Which is NOT considered an asset?

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

Answer: A

NEW QUESTION 35

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 39

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. The hardware model content has not yet been downloaded from the Content Service
- B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- C. Your hardware model form contains a good model number, but a badly formatted model name
- D. You have opted out of the ServiceNow Content Service
- E. A normalization rule for the hardware model does not exist in the Content Service

Answer: ABE

NEW QUESTION 41

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 45

What is the third tier of the capability blueprint?

- A. Practical management
- B. Strategic conformance
- C. Trustworthy data
- D. Operational integration
- E. Financial management

Answer: D

NEW QUESTION 46

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 49

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 52

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 54

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 58

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 63

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 68

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 72

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 73

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 74

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 77

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 81

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model Normalization Content Service. How do you determine if the content has been downloaded?

- A. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not
- B. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- C. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard
- D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

Answer: C

NEW QUESTION 82

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 84

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 85

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 88

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 92

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 96

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 98

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 101

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 106

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 107

Stockroom C has seven Bluetooth keyboards with a total value of \$630. The asset manager procures two more of the same model keyboards for \$360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

- A. \$110
- B. \$180
- C. \$63
- D. \$90

Answer: C

NEW QUESTION 110

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 111

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 113

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 114

When a Document Template is created from an HR Case, the name of the person who created the document is added to the name of the attachment. Why?

- A. It indicates who should sign the document
- B. It indicates who generated the document
- C. It indicates the Opened for user

D. It indicates who the document is about

Answer: B

NEW QUESTION 115

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 118

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 121

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 123

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 128

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 131

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 135

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 139

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 144

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 147

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 152

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 157

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 160

Any normalization that has occurred on a model can be reverted by using this feature.

- A. Normalizations cannot be reverted
- B. Rollback Normalization Business Rule
- C. Undo Normalization Scheduled Job
- D. Revert Normalization UI Action

Answer: D

NEW QUESTION 163

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 165

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 166

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 169

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 171

A transfer order is used to do what?

- A. Transfer an asset between vendors
- B. Move an asset to an external stockroom
- C. Move an asset between stockrooms
- D. Transfer an asset to a user

Answer: C

NEW QUESTION 173

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 177

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 181

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 185

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

- A. Processes
- B. Flows
- C. Procedures
- D. Actions
- E. Scripts

Answer: B

NEW QUESTION 188

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 193

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 194

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 195

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 200

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 202

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

- A. Manufacturer comparables
- B. Manufacturer part number
- C. Manufacturer lifecycle dates
- D. Manufacturer price

Answer: C

NEW QUESTION 204

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 206

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 209

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 211

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 212

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 214

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 217

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 222

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