



ServiceNow

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

NEW QUESTION 1

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 2

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 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 key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures and product names?

- A. Asset tag
- B. Display name
- C. Model category
- D. Model number
- E. Asset tracking unit

Answer: D

NEW QUESTION 5

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 6

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 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

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 9

What is the process of restructuring data to maintain consistency?

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

Answer: B

NEW QUESTION 10

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 10

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 12

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 15

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 17

Which is NOT considered an asset?

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

Answer: A

NEW QUESTION 18

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 19

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 21

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 26

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 28

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 32

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 34

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 39

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 42

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 45

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 50

What are types of assets? (Choose four.)

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

Answer: ABCD

NEW QUESTION 53

Baseline ITSM Asset Management provides which features? (Choose three.)

- A. Mobile My Assets
- B. Hardware Model Normalization
- C. Asset Inventory Audit
- D. Hardware Asset Dashboard
- E. Hardware Manufacturer Lifecycle Dates
- F. Stockrooms
- G. Mobile Asset Receiving

Answer: AFG

NEW QUESTION 55

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 57

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 62

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 66

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 69

You may adjust a contract when it is in which of the following states? (Choose two.)

- A. Active
- B. Extended
- C. Canceled
- D. Expired
- E. Renewed

Answer: AD

NEW QUESTION 70

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

- A. Discard
- B. Order
- C. Procure
- D. Request
- E. Install
- F. Receive

Answer: BEF

NEW QUESTION 73

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. cmdb_model_category
- B. alm_hardware
- C. No migration is required
- D. alm_asset

Answer: C

NEW QUESTION 78

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 79

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 83

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 86

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 89

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 92

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 94

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 98

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 100

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 105

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 106

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 111

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 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 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 119

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 120

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 124

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 127

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 132

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

Answer: A

NEW QUESTION 133

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 138

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 143

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 147

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 149

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 152

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

- A. Now Agent Mobile app
- B. Now Onboarding app
- C. Now Mobile app
- D. Now My Assets app

Answer: C

NEW QUESTION 155

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 157

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 160

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 161

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 165

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 169

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 172

How do you prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service?

- A. Select Exclude from content service on the Normalization tab of the hardware model record
- B. Click the Exclude button on the hardware model record
- C. Click the Opt-out button on the hardware model record
- D. Select Opt-out from content service on the Normalization tab of the hardware model record

Answer: A

NEW QUESTION 173

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 176

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 179

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 180

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 183

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 188

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 192

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 197

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 201

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 205

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 206

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 207

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 210

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 212

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 214

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 218

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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