

## Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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#### NEW QUESTION 1

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 2

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 3

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 4

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 5

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 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 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 8

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 9

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 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 10

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 15

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

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 22

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 23

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 28

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 32

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 36

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 38

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 43

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 47

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 50

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 54

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 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 60

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 62

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 65

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

- A. Manufacturer
- B. Name
- C. Asset tag
- D. Display name
- E. Model number

Answer: E

#### NEW QUESTION 67

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 72**

What core sets of data are required for effective IT asset management? Choose 4 answers

- A. Manufacturers
- B. Locations
- C. Projects
- D. Users
- E. Models
- F. Relationships

**Answer:** ABDE

**NEW QUESTION 73**

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 76**

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

- A. Scanned
- B. Not found
- C. New
- D. Scanned and not expected
- E. Scanned and expected
- F. Expected and not found

**Answer:** CDEF

**NEW QUESTION 78**

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 79**

What is the default display name for an asset?

- A. An automatically generated combination of serial number and model category
- B. An automatically generated combination of asset tag and model
- C. An automatically generated combination of serial number and model
- D. An automatically generated combination of asset tag and model category

**Answer:** C

**NEW QUESTION 84**

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 86**

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 91

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 95

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 96

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 98

What is the focus of asset management?

- A. Financial tracking of the organization's network
- B. Financial tracking of an organization's property
- C. Building of the organization's property
- D. Building the elements that create the organization's network

**Answer:** B

#### NEW QUESTION 100

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 104

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 105

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 106**

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 108**

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 112**

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 113**

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 117**

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 119**

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 123**

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 128**

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 130**

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 133**

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 136**

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 139**

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To help track service levels and the time frame needed to complete a transfer order
- B. To move transfer order lines from one stage to another
- C. To help track the total number of assets moved from one stockroom to another
- D. To automate reordering of consumables as they are consumed by users
- E. To move transfer orders from one stage to another

**Answer:** AB

**NEW QUESTION 144**

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 148**

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 150**

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 154**

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 156**

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 158**

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 160**

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 164**

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 168**

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 171**

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