

Exam Questions CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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NEW QUESTION 1

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

- A. Help the asset manager generate reports
- B. Show the value from maintaining inventory
- C. Help the stock manager process transfer orders
- D. Show the value from bulk purchasing
- E. Help the asset manager process purchase orders

Answer: B

NEW QUESTION 2

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 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 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 5

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 6

Which tier of the capability blueprint focuses on achieving best-in-class?

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

Answer: C

NEW QUESTION 7

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 8

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 9

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 10

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 10 days before
- B. 1 week before
- C. 60 days before
- D. Day of expiration
- E. 90 days before
- F. 30 days before

Answer: BCDF

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 15

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 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 21

Which is NOT considered an asset?

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

Answer: A

NEW QUESTION 22

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 25

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 29

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 32

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

- A. Asset Heath
- B. Procurement
- C. Model Management
- D. Inventory
- E. End of Lite

Answer: A

NEW QUESTION 35

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 40

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 43

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 48

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

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 52

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 57

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 58

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 61

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 66

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 67

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 72

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 73

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 74

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 79

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 82

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 87

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 88

Which applications are required to perform a blind audit of your asset inventory?

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- 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 93

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 101

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 102

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 106

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 108

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 111

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 115

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 116

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 121

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 127

When should you retire an IT asset?

- A. At any point it is recommended by the HAM-defined asset policy
- B. At any point that it is recommended by your company-defined policies and procedures
- C. At any point it is recommended by the HAM-defined asset disposal procedure
- D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of- service
- E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of- life

Answer: B

NEW QUESTION 131

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 134

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 onthe 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 135

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 136

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 140

How do you prevent normalization information fora 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 145

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 149

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 150

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 153

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 158

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 162

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 165

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 167

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 172

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 175

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

- A. Track its incurred costs
- B. Manage its retirement
- C. Track its relationship information
- D. Manage its license contracts
- E. Know who is using it

Answer: C

NEW QUESTION 177

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