

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

During an audit, when is the Scanned Assets related list updated in the asset audit form?

- A. When the nightly scheduled job runs
- B. Each time scans are submitted from the app
- C. Every time an item is scanned from the app
- D. Every 15 minutes
- E. Every hour

Answer: B

NEW QUESTION 3

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 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

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

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 7

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 8

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 9

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 10

Since trustworthy data is key to good asset management practices, where would you look to determine the number of days until next Content Service download will occur?

- A. Asset > Administration
- B. Asset > Overview
- C. Asset Hardware Model Normalization > Content Service Setup
- D. Asset > Asset Audits > Asset Audits
- E. Asset > Hardware Asset Dashboard

Answer: E

NEW QUESTION 10

What are baseline asset states? (Choose three.)

- A. In Stock
- B. Consumed
- C. Retired
- D. Duplicate
- E. Exported

Answer: ABC

NEW QUESTION 13

For what asset actions are asset tasks provided? (Choose three.)

- A. Provision
- B. Retire
- C. Update/Repair
- D. Swap
- E. Assign/Allocate

Answer: BCD

NEW QUESTION 17

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 22

What is the process of restructuring data to maintain consistency?

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

Answer: B

NEW QUESTION 26

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 29

A contract can be cancelled when the State is what?

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

Answer: B

NEW QUESTION 33

With regard to Contract Management notifications, what is the most important contract date to be aware of?

- A. Extend date
- B. Renew date
- C. Expire date
- D. Start date

Answer: C

NEW QUESTION 36

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

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 42

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

- A. Asset Health
- B. Procurement
- C. Model Management
- D. Inventory
- E. End of Life

Answer: A

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

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 52

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 53

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 56

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 59

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 62

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 63

What are types of assets? (Choose four.)

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

F. Facility

Answer: ABCD

NEW QUESTION 65

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 69

Select the three main components of the data certification process. (Choose three.)

- A. Certify the certification
- B. Assign the certification tasks
- C. Create the certification filter
- D. Create the certification schedule
- E. Run the certification

Answer: CDE

NEW QUESTION 72

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 77

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 81

What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

- A. Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted
- B. Unrecognized data doesn't get sent to the ServiceNow Content Service and the customer doesn't receive Content Library updates
- C. Unrecognized data doesn't get sent to the ServiceNow Content Service
- D. Customer doesn't receive Content Library updates

Answer: C

NEW QUESTION 86

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 89

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 90

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 94

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 95

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 97

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 102

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 104

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 109

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 111

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 115

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 119

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 122

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 124

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 127

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 130

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 131

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Device Type
- B. Hardware Manufacturer
- C. Hardware Normalize Key
- D. Hardware Model Library
- E. Device Name

Answer: ABD

NEW QUESTION 134

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 138

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 142

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 146

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 147

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 150

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 154

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 156

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 161

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 162

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 167

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 172

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?

- *Assigned to
- *Model
- *Model category
- *State
- *Stockroom
- *Substate

- A. The stock manager must create a separate model record if the cost per item is more/less
- B. The data is automatically merged to create a blended quantity and cost
- C. The data is automatically created in a new record if the cost per item is more/less
- D. The stock manager must merge the consumable records to create a blended quantity and cost

Answer: B

NEW QUESTION 174

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 176

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 178

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 182

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 187

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 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 194

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 195

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 198

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 203

What prevents two asset managers from transferring the same asset at the same time?

- A. A stockroom rule
- B. A business rule
- C. A stock rule
- D. A transfer rule

Answer: B

NEW QUESTION 204

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 206

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