

# 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 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 3

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 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

Which role allows you to allocate a resource?

- A. resource\_user
- B. it\_project\_user
- C. business\_stakertolder
- D. resource\_manager

**Answer: D**

#### NEW QUESTION 6

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 7

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 8

What are baseline asset states? (Choose three.)

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

**Answer:** ABC

**NEW QUESTION 9**

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 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 13**

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 16**

A contract can be cancelled when the State is what?

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

**Answer:** B

**NEW QUESTION 17**

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 21**

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

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

**Answer:** BC

**NEW QUESTION 25**

Which is NOT considered an asset?

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

**Answer:** A

**NEW QUESTION 29**

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 34**

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 38**

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 39**

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 40**

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 42**

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 44**

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 45**

What are types of assets? (Choose four.)

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

**Answer: ABCD**

**NEW QUESTION 48**

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 49**

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 53**

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**

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 62**

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 66**

Assets can be moved between stockrooms by using:

- A. Stock orders
- B. Stock rules
- C. Transfer rules
- D. Transfer orders

**Answer: D**

**NEW QUESTION 69**

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 74**

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 75**

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 80**

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 83**

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 84**

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 86**

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 89**

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 92**

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 96**

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 101**

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 102**

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 105**

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 106**

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

- A. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
- B. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
- C. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
- D. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

**Answer:** B

**NEW QUESTION 109**

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 113**

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 117**

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 121**

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 125**

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 126**

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 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 135**

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 137**

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 140**

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 143**

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 144**

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 146**

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 147**

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 148**

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 153**

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 154**

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 159**

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 166**

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 167**

During an inventory audit, what happens if you accidentally scan the same asset twice?

- A. The first scan is imported
- B. Both records are imported
- C. HAM automatically removes duplicates
- D. The most recent scan is imported

**Answer:** C

**NEW QUESTION 168**

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 169**

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 174**

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**

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 177**

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 178**

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 180**

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 185**

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 187**

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 192**

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