[Nov-2023 ServiceNow CIS-HAM Official Cert Guide PDF [Q63-Q84
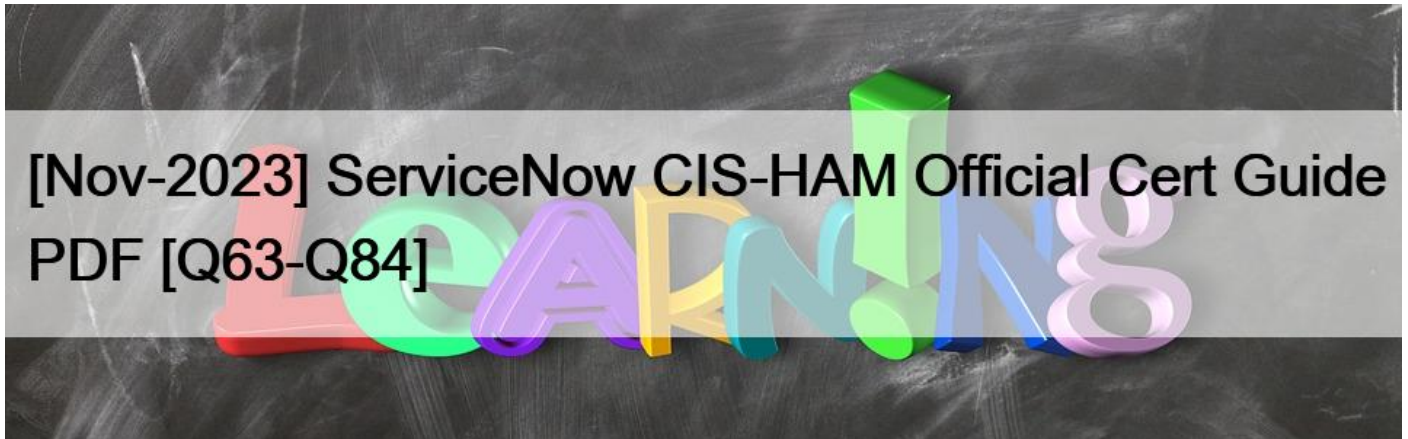

[Nov-2023] ServiceNow CIS-HAM Official Cert Guide PDF
Exam CIS-HAM: Certified Implementation Specialist - Hardware Asset Management - ValidExam

ServiceNow is a cloud-based platform that enables organizations to manage their IT services and infrastructure. Certified Implementation Specialist is a ServiceNow certification that demonstrates a professional's knowledge and expertise in implementing and configuring ServiceNow solutions. One of the key areas of ServiceNow is Hardware Asset Management, which helps organizations manage and control their hardware assets, such as computers, printers, and servers. The ServiceNow CIS-HAM certification is a specialist-level certification that focuses on Hardware Asset Management implementation and configuration.

The CIS-HAM Certification is suitable for IT professionals who are responsible for managing hardware assets in their organization. Certified Implementation Specialist - Hardware Asset Management certification can be beneficial for IT asset managers, IT operations managers, IT procurement managers, and IT service desk analysts. By obtaining this certification, individuals can demonstrate their expertise in implementing and managing hardware asset management processes using the ServiceNow platform.

NEW QUESTION 63

A component is considered an IT asset when you want to: (Choose three.)
* Manage its procurement
* Know its relationships to a business service
* Track its operational information
* Track its incurred costs
* Manage its maintenance contracts

NEW QUESTION 64

Which of an organization’s assets are managed using stockrooms?
* All available stock, consumable or not
* Just consumable assets

* All hardware and software assets
* All disposable assets

NEW QUESTION 65

Which applications are required to perform a blind audit of your asset inventory?
* Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
* Hardware Asset Management (HAM) and Software Asset Management (SAM)
* ITSM Asset Management and ServiceNow My Assets mobile app
* ITSM Asset Management and ServiceNow Agent mobile app
* Hardware Asset Management (HAM) and ServiceNow Agent mobile app

NEW QUESTION 66

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?
* Process CM Costs
* Process Rate Cards
* Process FM Costs
* Process Expense Lines

NEW QUESTION 67

What is the global standard for product recognition used during hardware model normalization?
* IAPSO
* UPC
* UNSPSC
* ECCMA
* NIGP

NEW QUESTION 68

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)
* Integrates with business services via the Service Catalog from request through to disposal
* Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
* Provides input into, aligns with, and follows corporate governance
* Improves application privacy and security adherence
* Leverages Service Mapping to predict service impact

NEW QUESTION 69

What are the goals of IT asset management (ITAM)? (Choose four.)
* Optimize cost
* Provide decision support
* Improve productivity
* Provide financial reporting
* Improve operational usage
* Track logical relationships

NEW QUESTION 70

What happens to the associated assets when you cancel a transfer order line on a transfer order?
* The asset(s) on the order line are released, but their state remains Pre-allocated
* The asset(s) on the order line are released and they can be attached to another transfer order
* All assets on the transfer order are released, but their state remains Pre-allocated
* A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
* All assets on the transfer order are released and they can be attached to another transfer order

NEW QUESTION 71

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)
* Lease
* Delivery
* Spare parts
* Maintenance
* Storage

NEW QUESTION 72

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)
* Lifecycle
* Device type
* Manufacturer
* Memory
* Asset tag
* Hardware model

NEW QUESTION 73

Which plugins for asset management functionality are inactive by default? (Choose three.)
* Expense Line
* Hardware Asset Management
* Procurement
* Depreciation
* Cost Management
* My Assets

NEW QUESTION 74

What are model records?
* Models are specific versions or various configurations of an asset
* Models are any computer, device, software or service in the CMDB
* Models directly associate configuration item (CI) classes with asset classes
* Models are anything capable of being owned or controlled to produce economic value

NEW QUESTION 75

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:

* On order
* In use
* Awaiting delivery
* Pending transfer

NEW QUESTION 76

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)
* Hardware asset disposal status
* New hardware assets found by audits
* Hardware assets disposed (YTD)
* Consumable models up for End of Life

NEW QUESTION 77

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?
* The software allocations remain with the hardware asset and need to be reclaimed manually.
* The software allocations are automatically returned back into inventory.
* The software allocations are removed from the asset, but not returned to inventory.
* The behavior is controlled by the configurable system property glide.ham.retire_reclaim_sw().
* The behavior is controlled by the configurable system property glide.ham.retire_sw().

NEW QUESTION 78

Which is NOT a component of a hardware asset’s lifecycle?
* Dispose
* Request
* Consume
* Procure
* Receive

NEW QUESTION 79

Which of the following are valid contract states during a contract’s lifecycle? (Choose four.)
* Draft
* Canceled
* Renewed
* Extended
* Active
* Renegotiated
* Expired

NEW QUESTION 80

When using the HAM application, what happens when you create a new transfer order line on a transfer order?
* The asset(s) listed in the transfer order line are automatically transferred to the new stockroom
* The transfer order line is automatically placed in a state of Ready for fulfilment
* A transfer order line task is automatically created to move the transfer order line from one stage to another
* A transfer order line task is automatically created to validate enough stock exists
* The asset(s) listed in the transfer order line are automatically readied for shipment

NEW QUESTION 81

Which features are part of the ServiceNow Mobile App? (Choose two.)
* Provides end users visibility to their assigned hardware
* Enables reclamation of mobile devices
* Provides users visibility to their disposed consumables
* Enables end users to log incidents for their assigned assets

NEW QUESTION 82

What must exist before a consumable can be consumed? (Choose three.)
* A stock order record
* A model record
* A transfer order record
* A model category record
* A consumable record

NEW QUESTION 83

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?
* Each asset should be listed as a transfer order line on the transfer order
* Each asset should be listed in a transfer order task on the transfer order
* Each asset should be listed as a transfer order line on the transfer order task
* Each asset should be listed in an individual transfer order

NEW QUESTION 84

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.)
* The hardware model content has not yet been downloaded from the Content Service
* Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
* Your hardware model form contains a good model number, but a badly formatted model name
* You have opted out of the ServiceNow Content Service
* A normalization rule for the hardware model does not exist in the Content Service

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