

# Quiz 2026 CIS-HAM: Certified Implementation Specialist - Hardware Asset Management–Updated Top Questions



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To be eligible to take the CIS-HAM exam, candidates must have completed the ServiceNow Hardware Asset Management course or have equivalent experience. CIS-HAM exam consists of 60 multiple-choice questions that assess the candidate's understanding of hardware asset management concepts, ServiceNow hardware asset management functionality, and best practices for managing hardware assets. CIS-HAM Exam is timed, and candidates have 90 minutes to complete it.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q86-Q91):

### NEW QUESTION # 86

What are model records?

- A. Models are anything capable of being owned or controlled to produce economic value
- **B. Models are specific versions or various configurations of an asset**
- C. Models directly associate configuration item (CI) classes with asset classes
- D. Models are any computer, device, software or service in the CMDB

**Answer: B**

#### NEW QUESTION # 87

What must exist before a consumable can be consumed? (Choose three.)

- A. A transfer order record
- B. A stock order record
- C. A consumable record
- D. A model record
- E. A model category record

**Answer: A,C,D**

Explanation:

\* A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries<sup>1</sup>.

\* Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow<sup>12</sup>.

\* A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity<sup>12</sup>.

\* A model category record specifies the type of consumable, such as office supplies, hardware, or software<sup>12</sup>.

\* A consumable record tracks the current stock level, location, and status of a consumable<sup>12</sup>.

\* A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed<sup>13</sup>.

\* A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed<sup>14</sup>. References: 1: Consumables - Product Documentation:

Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

#### NEW QUESTION # 88

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

- A. Order
- B. Procure
- C. Install
- D. Discard
- E. Receive
- F. Request

**Answer: A,C,E**

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life<sup>1</sup>. The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools<sup>1</sup>.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format<sup>1</sup>.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire<sup>1</sup>.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive<sup>2</sup>.

Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records<sup>2</sup>.

Install: This is the stage where an asset is physically installed or configured in a location. The install stage involves scanning asset tags, updating asset status, and assigning asset owners<sup>2</sup>.

Receive: This is the stage where an asset is received and verified by the organization. The receive stage involves checking the asset condition, validating the asset information, and updating the asset inventory<sup>2</sup>. Reference:

1: What is the IT Asset Lifecycle? - ServiceNow

2: ITAM Lifecycle Management: How does it all work?

#### NEW QUESTION # 89

When transferring non-consumable assets between stockrooms, how must they be transferred?

- A. No more than 10% of the source stockroom's inventory
- B. In sets of two items
- C. In groups of ten items
- **D. As a single entity with a quantity of one**

**Answer: D**

#### **NEW QUESTION # 90**

For advanced risk assessment, risk response can be handled in the following ways:  
(Choose two.)

- **A. Must create at least one risk response task**
- **B. Create multiple risk response tasks Most Voted**
- C. Must create a mitigation response task
- D. Skipped entirely based on attributes defined in the RAM

**Answer: A,B**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)<sup>1</sup>. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework<sup>2</sup>. The advanced risk assessment process consists of the following steps<sup>1</sup>:

Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.

Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.

Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.

Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.

Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party<sup>3</sup>.

Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system<sup>3</sup>.

The other options are not correct because:

Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope<sup>1</sup>. The RAM does not determine whether to skip the risk response or not.

Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept<sup>3</sup>.

References:

ServiceNow Hardware Asset Management: Advanced Risk Assessment  
ServiceNow Hardware Asset Management: Risk response tasks  
ServiceNow Hardware Asset Management: ServiceNow Risk Management

### NEW QUESTION # 91

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