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ServiceNow CIS-HAM Certified Implementation Specialist - Hardware Asset Management 1



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ServiceNow is a cloud-based software solution enabling digital transformation for businesses across the globe. It offers a broad range of enterprise-level tools that automate workflows, enhance productivity, and optimize decision-making processes. Among its various modules, ServiceNow offers a special focus on asset management, particularly hardware asset management. The CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam sets a standardized benchmark for IT professionals to demonstrate their proficiency in implementing ServiceNow's hardware asset management module.

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Our primary objective is to provide you with Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) actual questions to complete preparation for the test in few days. Our product includes Certified Implementation Specialist - Hardware

Asset Management real questions, desktop practice test software, and web-based practice exam. Keep reading to find out what are the specifications of these formats.

ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam is a certification that validates a person's knowledge and skills in implementing and managing hardware asset management processes using the ServiceNow platform. CIS-HAM exam is designed for professionals who are responsible for managing, tracking and reporting hardware assets in an organization. The CIS-HAM Certification is an essential credential for IT professionals who want to gain expertise in managing hardware assets and providing efficient support to end-users.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q91-Q96):

NEW QUESTION # 91

What information should be tracked in an asset record? (Choose two.)

- A. Operational details
- B. Physical resources
- C. Financial information
- D. Logical relationships
- E. Contractual information

Answer: C,E

Explanation:

According to the ServiceNow Hardware Asset Management documentation, an asset record should track the following information:

* Financial information: This includes the cost, depreciation, and residual value of the asset. This information helps to calculate the total cost of ownership (TCO) and return on investment (ROI) of the asset.

* Contractual information: This includes the warranty, support, lease, and maintenance contracts associated with the asset. This information helps to manage the lifecycle of the asset and ensure compliance with the terms and conditions of the contracts.

Other information that can be tracked in an asset record are:

* Physical resources: This includes the location, status, and condition of the asset. This information helps to monitor the inventory and availability of the asset.

* Operational details: This includes the configuration, performance, and usage of the asset. This information helps to optimize the functionality and efficiency of the asset.

* Logical relationships: This includes the dependencies, associations, and impacts of the asset. This information helps to understand the connections and interactions of the asset with other assets, services, and processes.

Asset form, Hardware Asset Management: Record Keeping, Hardware Asset Inventory Management, Hardware Asset Workspace, Getting Started with ServiceNow Hardware Asset Management

NEW QUESTION # 92

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

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

Answer: C,D,F

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life¹. The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools¹.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format¹.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire¹.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive².

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 records².

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 owners².

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 inventory². References:

1: What is the IT Asset Lifecycle? - ServiceNow

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

NEW QUESTION # 93

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Outbound Tracking (com.glide.outbound_tracking)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Hardware Model Normalization (com.sn_hwnorm)
- D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Answer: D

NEW QUESTION # 94

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

Answer: A,B,C,D

Explanation:

Explanation

A is correct because opting out of the ServiceNow Content Service for specific models means that the customer does not share unnormalized software installation data with ServiceNow for those models.

Therefore, the customer does not receive automatic content updates based on their unique software installation footprint for those models. This may result in lower software recognition rates and less accurate asset inventory and compliance reports¹² B is not correct because opting out of the ServiceNow Content Service for specific models does not affect the sharing of unnormalized software installation data for other models. The customer still receives automatic content updates for those models that are not opted out¹² C is not correct because opting out of the ServiceNow Content Service for specific models does not change the encryption status of the unnormalized software installation data. The data is always encrypted before being sent to the ServiceNow Content Service, regardless of whether the customer opts out or not¹³ D is not correct because opting out of the ServiceNow Content Service for specific models does not prevent the customer from receiving Content Library updates. The customer still receives weekly updates of the Content Library, which contains mapping rules and patterns for software and hardware recognition. However, the updates may be less applicable to the customer's unique software and hardware installation footprint for the models that are opted out¹² References: 1: Software Asset Management Content Service 2: Content Library for IT Asset Management - ServiceNow 3: Software Asset Management Content Service security

NEW QUESTION # 95

During the hardware model normalization process, which field is the most important criteria for creating a fully Normalized hardware model?

- A. Model name
- B. Model number
- C. Manufacturer
- D. Display name

Answer: B

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