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ServiceNow CIS-HAM Certification Exam is a comprehensive exam that tests the knowledge and skills of candidates in managing hardware assets using the ServiceNow platform. CIS-HAM exam covers a wide range of topics including asset management, configuration management, discovery, and software asset management. CIS-HAM Exam is designed to ensure that candidates have a deep understanding of the platform and can use it to effectively manage hardware assets.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q105-Q110):

NEW QUESTION # 105

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. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset

dashboard

- B. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet
- C. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- D. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not

Answer: A

Explanation:

- * According to the Hardware Asset Management documentation, the Hardware Model Normalization Content Service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.
- * The Hardware Model Normalization Content Service helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates¹.
- * The Hardware Model Normalization Content Service updates the content library weekly with new and updated model data¹.
- * To determine if the content has been downloaded, you can review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard¹.
- * The Hardware Model Content Service Download section shows the status of the content download, such as the last download date, the number of models downloaded, and the number of models normalized¹.
- * Therefore, the correct answer is option C, review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard, as it is the way to determine if the content has been downloaded. References:
- * Hardware Asset Management documentation
- * What is Hardware Asset Management?

NEW QUESTION # 106

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

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

Answer: B,C,D

NEW QUESTION # 107

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

- A. Show the value from maintaining inventory
- B. Help the stock manager process transfer orders
- C. Help the asset manager process purchase orders
- **D. Help the asset manager generate reports**
- E. Show the value from bulk purchasing

Answer: D

NEW QUESTION # 108

When using the HAM application, what happens when you create a new transfer order line on a transfer order?

- **A. A transfer order line task is automatically created to move the transfer order line from one stage to another**
- B. A transfer order line task is automatically created to validate enough stock exists
- C. The transfer order line is automatically placed in a state of Ready for fulfillment
- D. The asset(s) listed in the transfer order line are automatically transferred to the new stockroom
- E. The asset(s) listed in the transfer order line are automatically readied for shipment

Answer: A

NEW QUESTION # 109

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

- A. Hardware swap order
- **B. Hardware deployment**
- C. Hardware bulk stock order
- **D. Hardware disposal**
- E. Hardware retire order
- **F. Hardware asset order**

Answer: B,D,F

Explanation:

The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable¹.

The HAM plugin provides the following baseline asset lifecycle automation flows²:

Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules².

Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations².

Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts².

Therefore, the baseline asset lifecycle automation flows that are also options in the question are A. Hardware asset order, E. Hardware deployment, and F. Hardware disposal.

The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

B). Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once³.

C). Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to swap a hardware asset with another hardware asset of the same model⁴.

D). Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. References:

1: Hardware Asset Management

2: Asset Lifecycle Automation Flows

3: Create a Bulk Stock Order

4: Swap a Hardware Asset

Retire a Hardware Asset

NEW QUESTION # 110

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