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ServiceNow CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q159-Q164):

NEW QUESTION # 159

To utilize the contract rate cards features, which plugin is required to be activated?

- A. Rate Management
- **B. Cost Management**
- C. Contract Management
- D. Financial Management

Answer: B

Explanation:

To utilize the contract rate cards features, you need to activate the Rate Management plugin, which provides the ability to define and manage rates for various types of costs and expenses¹.

The contract rate cards features allow you to capture operating costs by generating expense lines representing the cost of a contract. You can associate a contract to certain assets and costs of those assets are tied to the contract. This is similar to a rate card cost, except the contract contains all the costs².

The other plugins are not required to use the contract rate cards features. The Financial Management plugin provides the ability to track and manage the financial performance of your IT services³. The Contract Management plugin provides the ability to create and manage contracts for assets, services, and vendors⁴. The Cost Management plugin provides the ability to track and allocate costs for configuration items, tasks, and projects⁵. References: 1: Rate Management 2: Cost Management - ServiceNow Elite 3: Financial Management 4: Contract Management 5: Cost Management

NEW QUESTION # 160

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

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

Answer: C

Explanation:

Explanation

During an inventory audit, if you accidentally scan the same asset twice, the Hardware Asset Management (HAM) application will automatically remove the duplicate records and only import the unique scans. This is because the HAM application uses the asset tag or the serial number as a coalesce field, which prevents duplicate records from being created or updated in the hardware asset table. Therefore, you do not need to worry about scanning the same asset twice, as the HAM application will handle the duplicates for you. References:

Audit your inventory, which provides a step-by-step guide on how to perform scheduled or blind audits of asset stockrooms and other locations using the Agent mobile app and the Now Platform

Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

NEW QUESTION # 161

What is the process of restructuring data to maintain consistency?

- A. Service Mapping

- B. Discovery
- **C. Normalization**
- D. Integration

Answer: C

Explanation:

Normalization is the process of restructuring data to maintain consistency, accuracy, and completeness across different sources and systems. Normalization helps to eliminate data duplication, conflicts, and errors, and to ensure that the data conforms to predefined standards and rules. Normalization is especially important for hardware asset management, as it enables users to have a clear and unified view of their hardware models, manufacturers, product names, device types, and other attributes. ServiceNow Hardware Asset Management provides a feature called Hardware Model Normalization, which allows users to normalize the details of their hardware and consumable models using predefined or custom rules, data sources, and schedules. Hardware Model Normalization can be accessed from the Hardware Asset Management application menu in the ServiceNow platform. References: Hardware Asset Management - ServiceNow, Hardware Asset Management - Product Documentation: Tokyo - ServiceNow, Hardware Asset Management Implement - Customer Success - ServiceNow, Work with hardware normalization - ServiceNow - Now Support, Getting Started with ServiceNow Hardware Asset Management

NEW QUESTION # 162

When creating a stock rule that replenishes from a vendor, what is a primary requirement for the warehouse stockroom? Choose 2 answers

- **A. The stockroom must have an assigned manager**
- **B. The stockroom manager must have a valid email address**
- C. The stockroom must have an assignment group
- D. The stockroom manager must have a valid mobile phone
- E. The stockroom manager must have a valid time zone

Answer: A,B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a stockroom is a location where assets are stored and managed. A stockroom must have an assigned manager who is responsible for overseeing the stockroom operations and inventory. The stockroom manager must have a valid email address to receive notifications and alerts related to the stockroom, such as low stock levels, stock transfers, and stock orders.

The other options are not primary requirements for the warehouse stockroom. The stockroom does not need to have an assignment group, a valid time zone, or a valid mobile phone.

NEW QUESTION # 163

Which of the following are components of the asset request structure? (Choose three.)

- **A. Purchase orders**
- B. Stock order tasks
- C. Procurement orders
- **D. Catalog tasks**
- **E. Transfer orders**

Answer: A,D,E

NEW QUESTION # 164

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