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The CIS-HAM certification exam covers a wide range of topics, including asset management concepts, hardware asset management in ServiceNow, discovery and inventory of assets, asset lifecycle management, and asset reporting and analytics. This comprehensive exam ensures that certified professionals have a deep understanding of the hardware asset management process and can successfully implement and manage it within the ServiceNow platform.

ServiceNow CIS-HAM Certification Exam is designed to validate a candidate's knowledge and expertise in implementing and managing hardware asset management solutions using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification is ideal for professionals who are responsible for managing hardware assets, such as laptops, desktops, servers, and other devices, in an organization.

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The CIS-HAM Certification Exam tests the candidate's proficiency in managing the entire hardware asset lifecycle, starting from procurement to disposal. CIS-HAM exam covers topics such as asset discovery, asset management, software asset management, contract management, and hardware asset cost management. Candidates also need to have an understanding of the ServiceNow configuration and customization, workflows, and integrations.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q120-Q125):

NEW QUESTION # 120

What baseline flow could you use to replace hardware assets nearing their end-of-life?

- A. Update Asset Request
- B. Refresh Asset Request
- C. Hardware Asset Refresh
- D. Loaner Asset Refresh

Answer: C

NEW QUESTION # 121

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

- A. Asset tag
- B. Memory
- C. Device type
- D. Manufacturer
- E. Hardware model
- F. Lifecycle

Answer: A,B,C,E

NEW QUESTION # 122

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. Yes, it can be deleted or deactivated
- B. Yes, it can
- C. No, it cannot
- D. No, it cannot unless the lifecycle stage is EOL

Answer: C

NEW QUESTION # 123

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

- A. Asset tracking unit, Manufacturer, Model number
- B. Name, Manufacturer, Model number
- C. Name, Manufacturer, Model category
- D. Asset tracking unit, Manufacturer, Model category
- E. Name, Asset tracking unit, Model number

Answer: B

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models¹ Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models¹ Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number² The normalized display name is a combination of these three attributes, separated by a hyphen, for example:

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The normalized display name helps to identify and group models with similar properties and reduce duplicates and inconsistencies in the model catalog and the Configuration Management Database (CMDB)² s: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow

NEW QUESTION # 124

Which view displays metrics to the user to indicate when they are due for a refresh based on the scheduled retirement of their assets?

- A. Home
- B. Homepage
- C. Overview
- D. My Assets

Answer: C

Explanation:

The Overview view is a dashboard that displays metrics and charts related to the hardware assets in your organization.

The Overview view shows the following information:

The total number of hardware assets, their status, and their lifecycle stage.

The number of assets that are due for refresh, retired, or disposed in the current year, quarter, or month.

The refresh rate and the refresh cost of the hardware assets.

The asset age distribution and the asset model distribution.

The asset compliance status and the asset certification status.

To access the Overview view, you need to have the `sn_ham.user` role or the `sn_ham.admin` role.

To access the Overview view, navigate to Hardware Asset Management > Overview. Reference:

Overview

Hardware Asset Management roles

NEW QUESTION # 125

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