2025 ServiceNow CIS-HAM: High-quality Certified Implementation Specialist - Hardware Asset Management Test Sample Questions

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

NEW QUESTION # 86
When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed as a transfer order line on the transfer order task
- B. Each asset should be listed as a transfer order line on the transfer order

- C. Each asset should be listed in a transfer order task on the transfer order
- D. Each asset should be listed in an individual transfer order

Answer: A

Explanation:
Explanation
A transfer order is a record of all asset transfers that happen to and from company-owned stockrooms12.
A transfer order task is a record of the work required to complete a transfer order1.
To create a transfer order, you need to specify the source and destination stockrooms, the transfer date, and the transfer order lines1.
A transfer order line is a record of an individual asset or a model that is being transferred1.
To add assets to a transfer order, you need to create a transfer order task and then add transfer order lines to the task1.
Each asset that is being transferred should be listed as a transfer order line on the transfer order task1.
References: 1: Use a hardware asset request flow - ServiceNow 2: Introduction to Transfer Orders in ServiceNow - GlideFast ServiceNow

NEW QUESTION # 87
For what asset actions are asset tasks provided? (Choose three.)

- A. Update/Repair
- B. Swap
- C. Assign/Allocate
- D. Retire
- E. Provision

Answer: A,D,E

Explanation:
According to the Hardware Asset Management documentation, asset tasks are provided for deploy, replace or swap, or retirement operations for your assets. These tasks automatically update the CI/asset record upon the completion of these operations1.
The deploy operation is also known as provision, which is the process of assigning an asset to a user or a location1.
The retirement operation is the process of removing an asset from the active inventory and disposing of it according to the disposal policy1.
The update/repair operation is the process of maintaining or fixing an asset that is damaged or malfunctioning1.
Therefore, the correct answers are options A, B, and C, as they are the asset actions for which asset tasks are provided.
References:
Hardware Asset Management documentation
What is Hardware Asset Management?

NEW QUESTION # 88
Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident. Problem and Change forms. What do you recommend to your customer?

- A. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- B. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- C. Make a show/hide UI action to show only the desired CIs to the itil users
- D. Create an Access control to hide the unnecessary CIs from the itil users

Answer: A

Explanation:
To exclude certain types of CIs from the CI lists on the Incident, Problem, and Change forms, you can use the Principal CI class checkbox, which is available on the Class Manager module under Configuration1.
The Principal CI class checkbox allows you to specify which CI classes are considered as principal CIs, meaning they are the most relevant and important CIs for the business services and processes1. By default, only the CI classes that have this checkbox selected

are displayed on the CI lists on the Incident, Problem, and Change forms2.
To use this feature, you need to navigate to the Class Manager module, select the CI class that you want to exclude or include, and check or uncheck the Principal CI class checkbox accordingly1. You can also use the Filter option to search for the CI classes by name or label1.
The other options are not recommended or valid ways to exclude certain types of CIs from the CI lists. Adding a Show field to the base cmdb table would require modifying the table schema and creating a reference qualifier, which could affect the performance and integrity of the CMDB3. Creating an Access control to hide the unnecessary CIs from the itil users would require defining the conditions and roles for the access rule, which could be complex and error-prone4. Making a show/hide UI action to show only the desired CIs to the itil users would require creating a custom script and UI element, which could be incompatible with the existing UI and functionality. References: 1: Principal configuration item classes 2: Configuration item lists 3: CMDB table schema 4: Access control rules : [UI actions]

NEW QUESTION # 89

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 1 week before
- B. 30 days before
- C. Day of expiration
- D. 60 days before
- E. 10 days before
- F. 90 days before

Answer: B,C,D,F

Explanation:
According to the ServiceNow Hardware Asset Management overview document1, the lease contract expiration flow sends notifications to the contract administrator before a lease contract expires and helps them act on the leased assets to return the asset or extend the contract.
According to the ServiceNow Elite blog post on contract management2, when the contract.expiration event runs on the Contract [ast.contract] table each night, an email message is sent to the person identified as the contract administrator at the following times:
90 days ahead of the contract expiration date
60 days ahead of the contract expiration date
30 days ahead of the contract expiration date
Day of expiration
Therefore, the correct answer is C, D, E, and F.
Reference:
1: Hardware Asset Management overview - ServiceNow - Now Support
2: Contract and renewal management - ServiceNow
3: Contract Management - ServiceNow Elite
4: Email notification condition for contract expiration - ServiceNow

NEW QUESTION # 90

How do you prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service?

- A. Click the Exclude button on the hardware model record
- B. Select Exclude from content service on the Normalization tab of the hardware model record
- C. Select Opt-out from content service on the Normalization tab of the hardware model record
- D. Click the Opt-out button on the hardware model record

Answer: B

Explanation:
To prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service, you need to select the Exclude from content service check box on the Normalization tab of the hardware model record1.
The ServiceNow Content Service is a cloud-based service that provides normalized data for hardware and consumable models. It helps you to keep your model data consistent and up to date2.
The other options are not valid ways to exclude a hardware model from the content service. There is no Exclude or Opt-out button on the hardware model record. There is also no Opt-out from content service check box on the Normalization tab of the hardware

model record. Reference: 1: Work with hardware normalization 2: ServiceNow Content Service

NEW QUESTION # 91

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