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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) certification exam is designed for professionals who are responsible for implementing and managing hardware asset management solutions using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification validates the skills and knowledge required to implement and manage hardware assets throughout their lifecycle, from procurement to retirement. Certified Implementation Specialist - Hardware Asset Management certification is ideal for IT professionals who are involved in managing IT assets, such as desktops, laptops, servers, and mobile devices.

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### ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q80-Q85):

#### NEW QUESTION # 80

What are the Normalization statuses? (Choose six.)

- A. Partially Normalized
- B. Normalized
- C. Manufacturer Normalized
- D. New
- E. Version Normalized
- F. Found
- G. Match Not Found
- H. Manually Normalized

**Answer: A,B,C,D,G,H**

Explanation:

The Normalization statuses are the indicators of how well the hardware and consumable models are standardized and normalized in the model catalog and the CMDB. The Normalization statuses are:

\* Manufacturer Normalized: The model has been normalized with the manufacturer name and the product name, but not the model number or the device type. For example, Dell Latitude.

\* Match Not Found: The model has not been normalized because no matching model was found in the Hardware Asset Management Content Service. For example, ABC XYZ.

\* Partially Normalized: The model has been normalized with the manufacturer name, the product name, and the model number, but not the device type. For example, Dell Latitude E7450.

\* Normalized: The model has been fully normalized with the manufacturer name, the product name, the model number, and the device type. For example, Dell Latitude E7450 (Laptop).

\* Manually Normalized: The model has been manually updated by the user with the normalization content, such as the manufacturer name, the product name, the model number, and the device type. For example, HP Pavilion 15 (Laptop).

\* New: The model has been created and has not yet run through the normalization process. For example, Lenovo ThinkPad T490.

References:

\* Normalization status for enterprise models, which describes the normalization statuses for enterprise models and how they are used to track the normalization progress and results.

\* Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

#### NEW QUESTION # 81

When creating a list report that groups all assets by product model, which table is used?

- A. alm\_model\_category
- B. alm\_asset
- C. alm.hardware
- D. alm\_model

**Answer: D**

Explanation:

Explanation

To create a list report that groups all assets by product model, you need to use the `alm_model` table, which contains the information about the hardware and consumable models in your organization. The `alm_model` table is related to the `alm_asset` table, which contains the information about the individual assets. The `alm_model_category` table is used to categorize the models by device type, such as laptop, printer, or monitor.

The `alm_hardware` table is used to store the hardware specifications of the assets, such as CPU, memory, or disk size. References: Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests. Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a mobile device, and plan asset refresh cycles. Hardware Asset Workspace, which provides a 360-degree view of the asset estate for a snapshot into assets by model type, lifecycle state, and asset value.

Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

New Hardware Asset Management Features in the ServiceNow Tokyo Release, which highlights the new features of the Hardware Asset Management application in the Tokyo release, such as the IT Asset Management content lookup portal, the asset model normalization content service, and the hardware refresh request flow.

## NEW QUESTION # 82

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

- A. Manufacturer price
- B. Manufacturer comparables
- C. Manufacturer part number
- D. Manufacturer lifecycle dates

### Answer: D

Explanation:

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model name, model number, and product lifecycle information1.

The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product1.

The manufacturer lifecycle dates are important for hardware asset management, as they help customers plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates2.

Therefore, the correct answer is option C, manufacturer lifecycle dates, as they are the non-discoverable asset metadata that the Content Library automatically populates your inventory with as part of the hardware model normalization process. References: Hardware Asset Management documentation

What is Hardware Asset Management?

## NEW QUESTION # 83

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. `cmdb_model_category`
- B. `alm_asset`
- C. No migration is required
- D. `alm_hardware`

### Answer: B

Explanation:

The core table that requires migration when extending ITSM Asset Management with Hardware Asset Management is the `alm_asset` table1.

The `alm_asset` table stores the records of all the assets in the system, regardless of their type or class1.

When you activate the Hardware Asset Management plugin, a migration script runs that converts the existing asset records in the

alm\_asset table to hardware asset records in the alm\_hardware table2.

The alm\_hardware table is a child table of the alm\_asset table that stores the records of the hardware assets only2.

The migration script also updates the references and relationships of the migrated assets to the new table2.

The migration script runs only once and does not affect the future creation or update of asset records2. References:

Asset table - Product Documentation: San Diego - ServiceNow

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

#### NEW QUESTION # 84

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record?

(Choose three.)

- A. Maintenance contracts
- B. Disposal information
- C. Software allocations
- D. Related CI record
- E. Depreciation values

**Answer: A,C,D**

#### NEW QUESTION # 85

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