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ServiceNow CIS-HAM Certification Exam is an excellent opportunity for IT professionals to showcase their expertise in hardware asset management using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification exam covers a wide range of topics, including hardware asset lifecycle management, software asset management, contract management, financial management, and reporting. Candidates who pass the exam will demonstrate their ability to configure the ServiceNow platform to meet the unique needs of their organization and ensure compliance with industry standards.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q129-Q134):

NEW QUESTION # 129

When should you retire an IT asset?

- A. At any point that it is recommended by your company-defined policies and procedures
- B. At any point it is recommended by the HAM-defined asset disposal procedure

- C. At any point it is recommended by the HAM-defined asset policy
- D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life
- E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service

Answer: A

Explanation:

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner¹.

The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements¹.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following¹:

The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

The other options are not the correct answer because they are either too vague or too specific:

A) At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management². It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

C) At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor³. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.

D) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models⁴. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.

E) When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. Reference:

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

NEW QUESTION # 130

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The request automatically creates a purchase order to obtain the assets from a vendor.
- **B. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.**
- C. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- D. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.

Answer: B

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced¹. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need². If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available³. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows.

Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

References:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

NEW QUESTION # 131

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Improve operational usage
- B. Provide decision support
- C. Provide financial reporting
- D. Track logical relationships
- E. Optimize cost
- F. Improve productivity

Answer: B,C,E,F

NEW QUESTION # 132

A transfer order is used to do what?

- A. Move an asset to an external stockroom
- B. Move an asset between stockrooms
- C. Transfer an asset to a user
- D. Transfer an asset between vendors

Answer: B

Explanation:

A transfer order is a document that is used to execute the movement of hardware assets from one stockroom location to another within the same organization¹.

A transfer order is created when there is a need to replenish, share, or relocate hardware assets between different stockrooms¹.

A transfer order consists of one or more transfer order lines, each containing the information about the asset to be moved, such as the model, quantity, source stockroom, destination stockroom, and expected delivery date¹.

A transfer order can be created manually or automatically based on predefined rules or thresholds¹.

A transfer order goes through several stages, such as draft, approved, shipped, received, and closed¹.

A transfer order can be tracked and managed using the Hardware Asset Management Workspace or the Transfer Order form¹.

Reference:

Transfer orders

NEW QUESTION # 133

What happens to the associated assets when you cancel a transfer order line on a transfer order?

- A. The asset(s) on the order line are released and they can be attached to another transfer order
- B. All assets on the transfer order are released, but their state remains Pre-allocated
- C. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
- D. All assets on the transfer order are released and they can be attached to another transfer order
- E. The asset(s) on the order line are released, but their state remains Pre-allocated

Answer: E

NEW QUESTION # 134

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