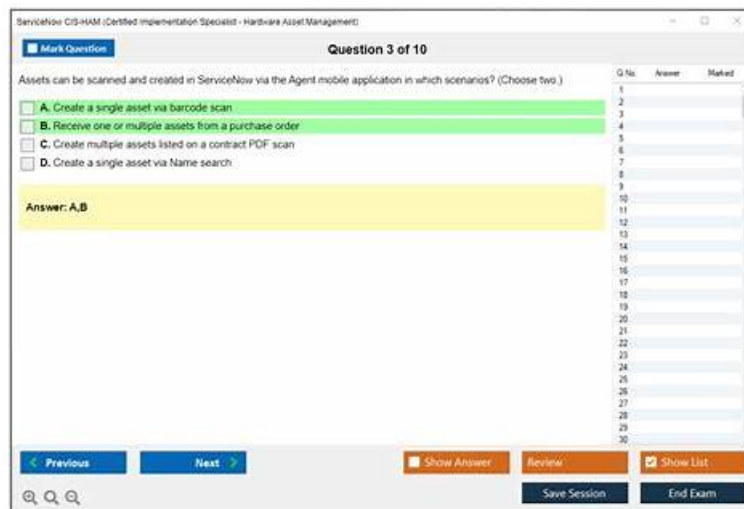


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The CIS-HAM certification exam covers a wide range of topics, including asset management concepts, hardware asset management in ServiceNow, discovery and inventory of assets, asset lifecycle management, and asset reporting and analytics. This comprehensive 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 is a leading provider of cloud-based solutions that help organizations manage their operations and workflows more efficiently. One of its key offerings is the Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) certification exam. CIS-HAM Exam is designed to validate the skills and knowledge of individuals who implement and manage

hardware asset management solutions on the ServiceNow platform.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q107-Q112):

### NEW QUESTION # 107

What is the process of restructuring data to maintain consistency?

- A. Service Mapping
- B. Discovery
- C. Integration
- **D. Normalization**

**Answer: D**

Explanation:

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 # 108

Configuration items (CIs) track what type of information? (Choose two.)

- A. Contractual
- B. Relationship
- **C. Financial**
- **D. Lifecycle**
- E. Operational

**Answer: C,D**

### NEW QUESTION # 109

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

- A. Operational data
- **B. Contractual data**
- C. Logical data
- **D. Financial data**
- **E. Lifecycle data**

**Answer: B,D,E**

### NEW QUESTION # 110

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures and product names?

- A. Asset tracking unit
- **B. Model category**
- C. Asset tag

- D. Display name
- E. Model number

**Answer: B**

### NEW QUESTION # 111

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

- A. Create a single asset via barcode scan
- B. Create a single asset via Name search
- C. Create multiple assets listed on a contract PDF scan
- D. Receive one or multiple assets from a purchase order

**Answer: A,D**

Explanation:

The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios<sup>123</sup>.

One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow<sup>1</sup>.

Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan the assets and confirm the receipt in ServiceNow<sup>1</sup>.

The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app<sup>123</sup>. Reference:

ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal Hardware Asset Inventory Management - ServiceNow Automation Simplifies Hardware Asset Management - ServiceNow Blog

### NEW QUESTION # 112

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