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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam is designed for professionals who want to demonstrate their expertise in the Hardware Asset Management module of the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification validates the skills necessary to implement, configure, and manage hardware assets in ServiceNow. CIS-HAM exam focuses on topics such as asset lifecycle management, procurement, inventory management, and reporting.

ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam is a certification that validates an individual's expertise in implementing and managing hardware assets in the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification is designed for IT professionals who are responsible for managing hardware assets in their organization and are looking to validate their skills and knowledge.

ServiceNow Certified Implementation Specialist - Hardware Asset

Management Sample Questions (Q63-Q68):

NEW QUESTION # 63

The current value of an asset (original cost less the depreciated amount) is known as:

- A. Current balance
- B. Salvage value
- C. Residual value
- D. Cost of ownership

Answer: C

Explanation:

The current value of an asset is the amount that the asset is worth at the present time, based on its original cost and the accumulated depreciation¹.

The current value of an asset is also known as the residual value or the book value².

The residual value is the estimated value of the asset at the end of its useful life².

The residual value is used to calculate the depreciation expense of the asset over its useful life².

The residual value is different from the salvage value, which is the estimated value of the asset if it is sold or disposed of².

The cost of ownership is the total amount of money spent on acquiring, maintaining, and operating an asset over its lifetime³.

The current balance is the amount of money available in an account at a given time⁴.

NEW QUESTION # 64

When does hardware normalization run by default?

- A. Upon saving
- B. On an hourly basis
- C. Every 12 hours
- D. On a daily basis

Answer: B

Explanation:

Explanation

Hardware normalization is the process of standardizing the details of your hardware models, such as manufacturer, product, model, and device type, by comparing them with the data from the Hardware Model Normalization Content Service¹.

Hardware normalization runs by default on an hourly basis, as part of the Stock Rule Runner scheduled job¹.

The Stock Rule Runner job also checks the stock levels of your models and assets in stockrooms and creates stock orders to replenish them if they are below the minimum quantity specified in the stock rules¹.

Therefore, the correct answer is A. On an hourly basis, as this is the default frequency of the hardware normalization process.

References: 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow 3: Stock Rules in ServiceNow - GlideFast ServiceNow

NEW QUESTION # 65

To access the full spectrum of asset management functionality, which inactive plugins should be installed?

(Choose five.)

- A. Discovery
- B. Hardware Asset Management
- C. Managed Documents
- D. Cost Management
- E. Data Certification
- F. Service Mapping
- G. Procurement

Answer: B,C,D,E,G

NEW QUESTION # 66

By default, what Quick links are available on the Hardware asset overview view? (Choose three.)

- A. Asset requests
- B. Transfer orders
- C. Asset count by model category
- D. Model normalization
- E. Assets eligible for refresh by model category
- F. Asset count by lifecycle state

Answer: C,E,F

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management overview document¹, the Hardware asset overview view is a dashboard that provides a summary of the hardware assets in your organization, such as asset count, asset value, asset age, and asset refresh¹.

The Hardware asset overview view has several Quick links that allow you to access different reports and modules related to hardware asset management¹.

By default, the Quick links that are available on the Hardware asset overview view are¹:

Assets eligible for refresh by model category: This report shows the number of assets that are eligible for refresh based on their model category and age. You can use this report to plan and budget for asset replacement or upgrade.

Asset count by model category: This report shows the number of assets grouped by their model category, such as computer, network, or printer. You can use this report to view the distribution and composition of your asset portfolio.

Asset count by lifecycle state: This report shows the number of assets grouped by their lifecycle state, such as in use, in stock, or retired. You can use this report to view the status and utilization of your assets.

The other options are not Quick links that are available on the Hardware asset overview view by default. Transfer orders, asset requests, and model normalization are modules that you can access from the Hardware Asset Management application menu, but they are not Quick links on the dashboard¹.

References:

1: Hardware Asset Management overview - ServiceNow - Now Support

NEW QUESTION # 67

How do you calculate residual value?

- A. Subtract storage and lease cost from the cost of the asset
- B. Subtract the depreciation from the cost of the asset
- C. Subtract the amortized value from the cost of the asset
- D. Subtract the salvage value from the cost of the asset

Answer: B

Explanation:

According to the Hardware Asset Management documentation, residual value is the estimated value of an asset at the end of its useful life.

Residual value is calculated by subtracting the depreciation from the cost of the asset, as stated in the Hardware Asset Management documentation: "Residual value = Cost - Depreciation".

Depreciation is the amount of value that an asset loses over time due to wear and tear, obsolescence, or other factors.

Therefore, the correct answer is option C, subtract the depreciation from the cost of the asset. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 68

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