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ServiceNow CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q112-Q117):

NEW QUESTION # 112

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Hardware Manufacturer
- B. Device Type
- C. Device Name
- D. Hardware Normalize Key
- E. Hardware Model Library

Answer: A,D,E

NEW QUESTION # 113

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

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

Answer: B,C

Explanation:

Explanation

Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.

Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.

The information that you would track for an asset includes:

Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.

Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.

The information that you would not track for a CI versus an asset are:

Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.

Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.

References: 3: Asset and CI management - Product Documentation: San Diego - ServiceNow 2: What is the difference between an Asset and a Configuration Item? 1: [ITIL 4 Foundation] IT Assets vs. Configuration Items (CI's) - CertiBanks

NEW QUESTION # 114

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

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

Answer: A,C,D,E

Explanation:

Explanation

IT asset management (ITAM) is the process of managing the lifecycle, costs, risks, and performance of IT assets across the enterprise. The goals of ITAM are to:

Optimize cost by reducing unnecessary spending, maximizing asset utilization, and minimizing asset-related risks Provide decision support by delivering accurate and timely data on asset inventory, configuration, performance, and compliance Improve productivity by streamlining asset workflows, automating asset tasks, and enhancing asset service delivery Improve operational usage by aligning asset investments to business needs, optimizing asset performance, and ensuring asset availability and reliability The other options, D. Provide financial reporting and F. Track logical relationships, are not directly stated as goals of ITAM, although they may be related to some of the goals or benefits of ITAM References: 1: What is Hardware Asset Management? - ServiceNow 2: Hardware Asset Management - ServiceNow

NEW QUESTION # 115

Which tier of the capability blueprint focuses on achieving best-in-class?

- A. Strategic conformance
- B. Trustworthy data
- C. Practical management
- D. Operational integration

Answer: A

Explanation:

The capability blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity.

The capability blueprint consists of five tiers, each representing a different level of capability and value.

The five tiers are:

Trustworthy data: The foundation of hardware asset management, ensuring data accuracy, completeness, and consistency.

Practical management: The basic level of hardware asset management, enabling visibility, control, and compliance of hardware assets.

Operational integration: The intermediate level of hardware asset management, enhancing efficiency, effectiveness, and collaboration of hardware asset processes.

Strategic conformance: The advanced level of hardware asset management, achieving best-in-class performance, optimization, and alignment of hardware assets with business goals.

Business transformation: The ultimate level of hardware asset management, enabling innovation, agility, and competitive advantage through hardware asset management.

The tier that focuses on achieving best-in-class is the strategic conformance tier, which aims to optimize the cost, quality, and value of hardware assets, as well as align them with the business strategy and objectives. References:

Hardware Asset Management Capability Blueprint

Hardware Asset Management Maturity Model

NEW QUESTION # 116

Which of the following are functions of the model category? (Choose two.)

- A. Model categories group consumables in the Product Catalog
- B. Model categories determine when to create assets from configuration items (CIs)
- C. Model categories provide the link between configuration management and asset management
- D. Model categories group related assets in the Service Catalog
- E. Model categories provide the link between procurement management and asset management

Answer: B,C

Explanation:

* A model category is a classification of models that defines how they are managed in the system¹. It determines the behavior and attributes of the models and the assets or configuration items (CIs) that are created from them¹.

* Model categories can be used to group consumables, assets, or services in the product catalog or the service catalog, but this is not their primary function. Their primary function is to define the relationship between configuration management and asset management¹.

* Configuration management is the process of identifying, tracking, and verifying the configuration items (CIs) in an IT environment and their relationships². Asset management is the process of tracking and managing the financial, contractual, and inventory details of IT assets throughout their lifecycle³.

* Model categories determine when to create assets from configuration items (CIs) based on the asset tracking strategy¹. For example, some model categories, such as Computer, create assets automatically when CIs are discovered or imported¹. Other

* Model categories also provide the link between configuration management and asset management by allowing asset managers to view the configuration data of the assets and configuration managers to view the asset data of the CIs1. This enables better visibility, control, and alignment of IT assets and services1.

- * 1: ServiceNow Product Documentation: Model Category
- * 2: ServiceNow Product Documentation: Configuration Management
- * 3: ServiceNow Product Documentation: Asset Management

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