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CIS-HAM Certification Exam: Comprehensive Guide to Hardware Asset Management

Exam Code: CIS-HAM

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Question: 1

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

- A. The model name is missing from the hardware model record.
- B. The model number is missing from the hardware model record.
- C. The model product is missing from the hardware model record.
- D. The model manufacturer is missing from the hardware model record.

Answer: C

Explanation:

Question: 2

What information should be tracked in an asset record? (Choose two.)

- A. Physical resources
- B. Financial information
- C. Operational details
- D. Contractual information

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To prepare for the CIS-HAM exam, candidates should have a basic understanding of ServiceNow platform functionality, as well as experience in implementing and configuring hardware asset management solutions. CIS-HAM exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. Candidates must achieve a passing score of 70% or higher to obtain certification. Upon successful completion of the exam, individuals will be awarded the ServiceNow Certified Implementation Specialist - Hardware Asset Management certification, which is recognized globally as a benchmark of excellence in the field. Certified Implementation Specialist - Hardware Asset Management certification demonstrates a high level of proficiency in hardware asset management and can help individuals advance their careers in the ServiceNow ecosystem.

The CIS-HAM Exam covers a range of topics related to hardware asset management, including asset discovery, asset inventory, asset lifecycle management, software asset management, and reporting. CIS-HAM exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. The passing score for the exam is 70%.

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ServiceNow CIS-HAM Exam covers a wide range of topics related to hardware asset management, including asset lifecycle management, asset tracking, and asset reporting. CIS-HAM exam is designed to evaluate the candidate's understanding of the ServiceNow platform and their ability to apply that knowledge to hardware asset management. CIS-HAM Exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. Passing the CIS-HAM exam demonstrates the candidate's expertise in hardware asset management and their ability to implement best practices to manage hardware assets efficiently.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q55-Q60):

NEW QUESTION # 55

For what asset actions are asset tasks provided? (Choose three.)

- A. Swap
- B. Update/Repair
- C. Provision
- D. Assign/Allocate
- E. Retire

Answer: B,C,E

Explanation:

According to the Hardware Asset Management documentation, asset tasks are provided for deploy, replace or swap, or retirement operations for your assets. These tasks automatically update the CI/asset record upon the completion of these operations¹.

The deploy operation is also known as provision, which is the process of assigning an asset to a user or a location¹.

The retirement operation is the process of removing an asset from the active inventory and disposing of it according to the disposal policy¹.

The update/repair operation is the process of maintaining or fixing an asset that is damaged or malfunctioning¹.

Therefore, the correct answers are options A, B, and C, as they are the asset actions for which asset tasks are provided.

References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 56

When using transform maps to transform imported hardware model data to your desired asset tables, what option do you set to uniquely identify the same asset in order to merge/update records?

- A. Combine
- B. Consolidate
- C. Coalesce
- D. Unique source
- E. Unique identifier
- F. Unique target

Answer: C

Explanation:

Transform maps are used to transform imported hardware model data from an import set table to a target table, such as the Product Catalog or the Asset table¹. Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records². Coalesce means that the field is used as a unique key. If a match is found using the coalesce field, the existing record is updated with the imported information. If no match is found, a new record is inserted². Coalesce helps to prevent duplicate records and ensure data consistency². You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required². The other options, B. Consolidate, C. Unique identifier, D. Unique source, E. Unique target, and F.

Combine, are not valid options for setting the unique identification of assets in transform maps References: 1: Creating New Transform Maps - ServiceNow 2: [Coalesce - ServiceNow]

NEW QUESTION # 57

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Increases speed of updates
- B. Reduces field agent training
- C. Reduces process cost
- D. Reduces manual intervention
- E. Increases data accuracy

Answer: A,D

Explanation:

Deploying asset tasks during the retirement of an asset means using the ServiceNow Enterprise Asset Workflow Automation feature, which automates the end-of-life procedures for assets that are no longer needed or functional.

This feature allows you to flag assets as retired pending disposal, triggering a workflow that verifies the asset condition, determines the disposal method, and saves the disposal certificates¹.

The two primary benefits of deploying asset tasks during the retirement of an asset are:

Reduces manual intervention: By automating the retirement process, you can eliminate the need for manual data entry, human errors, and delays. You can also ensure compliance with policies and regulations by following a standardized procedure^{1,2}.

Increases speed of updates: By using the ServiceNow Agent mobile app, you can scan asset tags and barcodes, update asset status and inventory, and complete asset tasks on the go. This can increase the speed and accuracy of asset updates and reduce the risk of data loss or duplication^{1,3}. References:

1: Enterprise Asset Workflow Automation - ServiceNow

2: Asset and CI management - Product Documentation: San Diego - ServiceNow

3: Enterprise Asset Management - ServiceNow

NEW QUESTION # 58

Taxes paid at the time of purchase are what type of cost?

- A. Capital Expense
- B. Operating Cost
- C. Operating Expense
- D. Original Cost

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, original cost is the amount paid to acquire an asset, including any taxes, fees, shipping, installation, or other expenses directly related to the purchase. Original cost is used to calculate depreciation and amortization of an asset over its useful life. The other options are not the type of cost that taxes paid at the time of purchase are. Operating expense, operating cost, and capital expense are different ways of classifying the costs of using and maintaining an asset after it is purchased.

NEW QUESTION # 59

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Reduces field agent training
- B. Increases data accuracy
- C. Increases speed of updates
- D. Reduces process cost
- E. Reduces manual intervention

Answer: B,E

Explanation:

