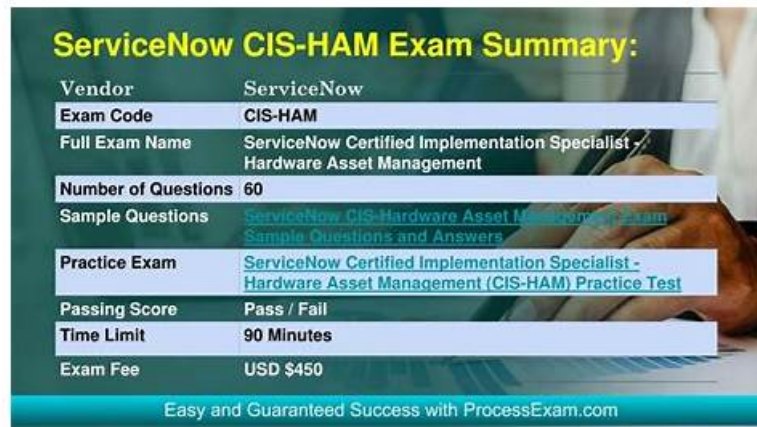


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Vendor	ServiceNow
Exam Code	CIS-HAM
Full Exam Name	ServiceNow Certified Implementation Specialist - Hardware Asset Management
Number of Questions	60
Sample Questions	<a href="#">ServiceNow CIS-HAM Hardware Asset Management Exam Sample Questions and Answers</a>
Practice Exam	<a href="#">ServiceNow Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) Practice Test</a>
Passing Score	Pass / Fail
Time Limit	90 Minutes
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ServiceNow CIS-HAM Exam is a valuable certification that demonstrates an individual's expertise in hardware asset management using ServiceNow. It is a must-have for ServiceNow developers and administrators who want to ensure they have the requisite skills to effectively manage hardware assets using this platform. Certified Implementation Specialist - Hardware Asset Management certification also validates an individual's practical experience working with ServiceNow, making it a highly sought-after credential in the industry.

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

### NEW QUESTION # 55

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

- A. Display name
- B. Name
- C. Manufacturer
- **D. Model number**
- E. Asset tag

**Answer: D**

Explanation:

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The hardware model normalization process helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates<sup>1</sup>.

The hardware model normalization process assigns a status to each hardware model, such as Fully Normalized, Partially Normalized, Match Not Found, or Not Normalized<sup>1</sup>.

The status of Fully Normalized means that the hardware model data in the ServiceNow platform matches the data from the Content Library, indicating a complete and accurate model record<sup>1</sup>.

The status of Partially Normalized means that the hardware model data in the ServiceNow platform partially matches the data from the Content Library, indicating a missing or incorrect model field<sup>1</sup>.

In order for a hardware model to be fully normalized rather than partially normalized, the hardware model record must have the following fields populated correctly<sup>1</sup>:

Manufacturer: The name of the company that produces the hardware product.

Name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10.

Model number: The unique identifier of the hardware product, such as 210-AFZC or 875671-B21.

Therefore, the correct answer is option E, model number, as it is the field that is required in the hardware model record for full normalization.

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

**Answer: B**

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 table<sup>1</sup>. Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records<sup>2</sup>. 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 inserted<sup>2</sup>. Coalesce helps to prevent duplicate records and ensure data consistency<sup>2</sup>. You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required<sup>2</sup>. 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

Which of the following are considered original costs as opposed to operational expenses? (Choose three.)

- **A. Delivery costs**
- B. Replacement parts
- **C. Purchase price or lease cost**
- D. Resource costs for support
- E. Maintenance agreements
- **F. Warranty costs**

**Answer: A,C,F**

### NEW QUESTION # 58

Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

- A. Mobile ITAM App
- B. Mobile App
- C. Mobile Asset App
- D. Mobile Agent App

**Answer: A**

#### NEW QUESTION # 59

A component is considered an IT asset when you want to: (Choose three.)

- A. Manage its maintenance contracts
- B. Track its incurred costs
- C. Manage its procurement
- D. Know its relationships to a business service
- E. Track its operational information

**Answer: A,B,C**

Explanation:

A component is considered an IT asset when you want to perform hardware asset management (HAM) activities on it1.

HAM is a subset of IT asset management (ITAM) that focuses on the physical components of IT systems2.

HAM helps you to manage the entire lifecycle of your hardware assets, from planning and acquisition to retirement and disposal1.

Some of the HAM activities that require a component to be an IT asset are:

Manage its procurement: This involves creating and fulfilling asset requests, purchase orders, and stock order tasks for the component1.

Track its incurred costs: This involves tracking the financial information of the component, such as cost, depreciation, budget, and chargeback1.

Manage its maintenance contracts: This involves managing the vendor, warranty, and contract details of the component, as well as the return merchandise authorization (RMA) processes for products to be returned, replaced, or repaired1.

Therefore, the options that are also HAM activities are A. Manage its procurement, D. Track its incurred costs, and E. Manage its maintenance contracts.

The other options that are not HAM activities are:

Know its relationships to a business service: This involves mapping the component to other components and services in the configuration management database (CMDB)2. This is a configuration management (CM) activity, not a HAM activity.

Track its operational information: This involves tracking the current status, location, owner, and other attributes of the component that reflect its operational state2. This is also a CM activity, not a HAM activity. References:

1: Hardware Asset Management

2: What is Hardware Asset Management?

#### NEW QUESTION # 60

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