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ServiceNow CIS-HAM Exam Summary:	
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-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
Exam Fee	USD \$450

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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q38-Q43):

### NEW QUESTION # 38

For advanced risk assessment, risk response can be handled in the following ways:  
(Choose two.)

- A. Create multiple risk response tasks Most Voted
- B. Skipped entirely based on attributes defined in the RAM
- C. Must create a mitigation response task
- D. Must create at least one risk response task

Answer: A,D

Explanation:  
Explanation

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)<sup>1</sup>. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework<sup>2</sup>. The advanced risk assessment process consists of the following steps<sup>1</sup>:

**Create a risk assessment scope:** This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

**Create a risk assessment schedule:** This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.

**Assign the assessment tasks:** This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.

**Run the assessment:** This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.

**Review the assessment results:** This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.

**Handle the risk response:** This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

**Create multiple risk response tasks:** This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party<sup>3</sup>.

**Create at least one risk response task:** This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system<sup>3</sup>.

The other options are not correct because:

**Skipped entirely based on attributes defined in the RAM:** This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope<sup>1</sup>. The RAM does not determine whether to skip the risk response or not.

**Must create a mitigation response task:** This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept<sup>3</sup>.

References:

ServiceNow Hardware Asset Management: Advanced Risk Assessment

ServiceNow Hardware Asset Management: Risk response tasks

ServiceNow Hardware Asset Management: ServiceNow Risk Management

## NEW QUESTION # 39

When should you retire an IT asset?

- A. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life
- **B. At any point that it is recommended by your company-defined policies and procedures**
- C. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
- D. At any point it is recommended by the HAM-defined asset policy
- E. At any point it is recommended by the HAM-defined asset disposal procedure

**Answer: B**

Explanation:

\* The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner<sup>1</sup>.

\* The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements<sup>1</sup>.

\* The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following<sup>1</sup>:

- \* The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss
- \* The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department
- \* The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying
- \* The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor
- \* The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset
- \* Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.
- \* The other options are not the correct answer because they are either too vague or too specific:
- \* A. At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management<sup>2</sup>. It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.
- \* C. At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor<sup>3</sup>. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.
- \* D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models<sup>4</sup>. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.
- \* E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. References:
- \* 1: Hardware Asset Retirement
- \* 2: Hardware Asset Policy
- \* 3: Hardware Asset Disposal
- \* 4: Hardware Content Service Lifecycle

#### NEW QUESTION # 40

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

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

**Answer: B,C,D**

#### NEW QUESTION # 41

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To move transfer order lines from one stage to another
- B. To help track the total number of assets moved from one stockroom to another
- C. To help track service levels and the time frame needed to complete a transfer order
- D. To automate reordering of consumables as they are consumed by users
- E. To move transfer orders from one stage to another

**Answer: A,C**

Explanation:

\* According to the ServiceNow Product Documentation on Transfer Orders<sup>1</sup>, transfer orders are records that define the movement of assets from one stockroom to another<sup>1</sup>. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets<sup>1</sup>.

\* According to the ServiceNow Product Documentation on Transfer Order Line Tasks<sup>2</sup>, transfer order line tasks are records that define the actions that need to be performed for each transfer order line<sup>2</sup>. A transfer order line is a record that defines the quantity

and model of the assets that are being transferred1.

\* The main purposes of transfer order line tasks are2:

\* To help track service levels and the time frame needed to complete a transfer order: Transfer order line tasks have a due date and a state that indicate the progress and completion of the transfer order line. They also have a priority and an assignment group that determine the urgency and the responsibility of the transfer order line. These fields help users to monitor and manage the service levels and the time frame needed to complete a transfer order.

\* To move transfer order lines from one stage to another: Transfer order line tasks have a type that

\* defines the action that needs to be performed for the transfer order line, such as pick, pack, ship, or receive. As transfer order line tasks are completed, the transfer order line moves from one stage to another, such as requested, in transit, or received. These stages reflect the status and location of the assets that are being transferred.

References:

\* 1: ServiceNow Product Documentation: Transfer Orders

\* 2: ServiceNow Product Documentation: Transfer Order Line Tasks

### NEW QUESTION # 42

Which catalogs support the request and procurement process? (Choose three.)

- A. Asset Catalog
- B. Service Catalog
- C. Procurement Catalog
- D. Product Catalog
- E. Vendor Catalog

**Answer: B,C,D**

### NEW QUESTION # 43

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