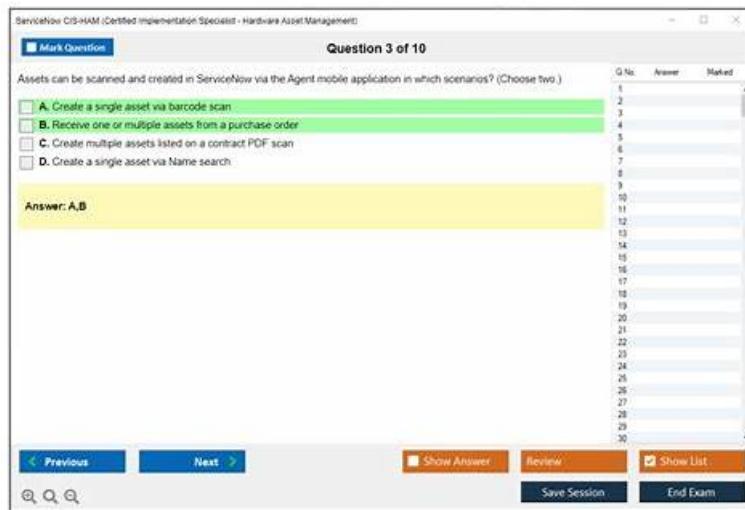


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ServiceNow CIS-HAM exam is designed to assess the skills and knowledge of individuals in managing hardware assets, including tracking, monitoring, and reporting. CIS-HAM exam focuses on the functionality and features of ServiceNow Hardware Asset Management, including best practices in asset lifecycle management, asset discovery, and inventory management. CIS-HAM Exam is designed to test the ability of individuals to manage hardware assets effectively using the ServiceNow platform.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q136-Q141):

NEW QUESTION # 136

For a model to be fully normalized, what must be added to the model record?

- A. Model number
- B. Manufacturer
- C. Version
- D. Owner

Answer: A

Explanation:

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional or can be derived from the model number. References:

* Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

* Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.

* [Hardware Asset Management - Customer Success], which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

NEW QUESTION # 137

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

- A. CPU
- B. Memory
- C. IP address
- D. Operating system
- E. Cost

Answer: E

Explanation:

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)1.

A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies1.

A hardware asset is a physical component of an IT system, such as a laptop, server, or router2.

A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty2.

Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory1. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes1.

However, some hardware asset attributes are not part of the CI, such as cost2. Cost is a financial information of the hardware asset that is tracked by the Asset Management application2. Cost is not relevant for configuration management purposes and is not stored in the CMDB2.

Therefore, the hardware asset attribute that should be tracked that is not part of the CI is C. Cost. Reference:

1: Configuration Item

2: Hardware Asset Management

NEW QUESTION # 138

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

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

Answer: A,B,E

Explanation:

Explanation

The Product Catalog contains the list of hardware products that are available for purchase from vendors or internal sources¹. It helps to standardize the hardware assets and reduce costs by consolidating purchases¹.

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department². It helps to automate the fulfillment process and track the status of requests².

The Procurement Catalog contains the list of hardware products that are currently on order or have been received from vendors³. It helps to manage the procurement process and track the delivery and receipt of assets³.

The Vendor Catalog and the Asset Catalog are not directly involved in the request and procurement process, although they provide useful information for asset management. The Vendor Catalog contains the list of vendors that supply hardware products⁴. The Asset Catalog contains the list of hardware assets that are owned by the organization.

References: 1: Product Catalog - ServiceNow 2: Service Catalog - ServiceNow 3: Procurement Catalog - ServiceNow 4: Vendor Catalog - ServiceNow : [Asset Catalog - ServiceNow]

NEW QUESTION # 139

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

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

Answer: A,C,E

NEW QUESTION # 140

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

- A. Maintenance
- B. Spare parts
- C. Storage
- D. Delivery
- E. Lease

Answer: A,B,E

Explanation:

According to the ServiceNow Hardware Asset Management overview document¹, the total cost of ownership (TCO) of an asset is the sum of all direct and indirect costs incurred throughout its lifecycle, from acquisition to disposal¹.

The original costs are the costs involved in purchasing an asset and putting it into use, such as lease, delivery, and spare parts¹².

Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time¹². Lease costs can vary depending on the terms and conditions of the contract, such as duration, frequency, and interest rate².

Delivery is the cost of transporting or shipping an asset from the vendor or the warehouse to the end user or the location where it will be used¹². Delivery costs can include fees, taxes, customs, and insurance².

Spare parts are the cost of purchasing or stocking additional or replacement parts for an asset in case of failure, damage, or wear and tear¹². Spare parts costs can depend on the availability, quality, and compatibility of the parts².

The other options are not original costs, but rather ongoing or disposal costs. Maintenance is the cost of repairing, servicing, or upgrading an asset to keep it in good working condition¹². Storage is the cost of storing an asset that is not in use or waiting for disposal¹².

Reference:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Asset Management - ServiceNow - Now Support

NEW QUESTION # 141

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