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## Effective Strategies to Pass the CIS-HAM Exam

Passing the CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam requires a solid preparation strategy. To start, focus on understanding the exam objectives, which include hardware lifecycle management, inventory control, and compliance management.

Allocate enough time to study each topic in depth and identify your weak areas. Prioritize understanding the core concepts rather than memorizing answers, as this will ensure you have a strong grasp of the subject matter and can apply your knowledge in real-world scenarios.

### Leverage Quality Study Materials

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These materials are updated regularly to reflect the latest exam content, ensuring you are studying relevant and up-to-date information. The practice questions will help you familiarize yourself with the exam format and improve your time management skills, making you more confident when the actual exam day arrives.

### Take Practice Exams and Review Results

Taking multiple practice exams is crucial in the final stages of your exam preparation. Practice exams help you identify gaps in your knowledge and areas that require further attention.

After completing each practice test, thoroughly review your incorrect answers and study those areas in more detail. This will allow you to fine-tune your understanding of complex concepts and enhance your performance. Combine these practice exams with real-world experience, and you will be well-prepared for the CIS-HAM exam.

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The CIS-HAM Certification Exam covers a wide range of topics related to hardware asset management, including asset discovery, inventory management, asset lifecycle management, asset contracts and warranties, and reporting and analytics. Candidates must demonstrate their understanding of these topics and their ability to apply this knowledge in real-world scenarios.

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successfully.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q12-Q17):

### NEW QUESTION # 12

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

- A. Now Mobile app
- **B. Now My Assets app**
- C. Now Agent Mobile app
- D. Now Onboarding app

**Answer: B**

### NEW QUESTION # 13

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

- **A. Install**
- B. Request
- **C. Order**
- D. Discard
- **E. Receive**
- F. Procure

**Answer: A,C,E**

Explanation:

The ServiceNow asset lifecycle defines and describes the series of stages involved in managing an IT asset throughout its useful life<sup>1</sup>. The asset lifecycle usually follows a formalized process and is often tracked and supported by software tools<sup>1</sup>.

Although different organizations in different industries may have their own versions of the asset lifecycle, most follow the same basic format<sup>1</sup>.

Here, we explore the six stages of the asset lifecycle: Request, Fulfill, Deploy, Monitor, Service, and Retire<sup>1</sup>.

Out of these six stages, three are also components of the asset lifecycle: Order, Install, and Receive<sup>2</sup>.

Order: This is the stage where an asset is purchased or acquired from a vendor or supplier. The order stage involves creating purchase orders, tracking shipments, and updating the asset records<sup>2</sup>.

Install: This is the stage where an asset is physically installed or configured in a location. The install stage involves scanning asset tags, updating asset status, and assigning asset owners<sup>2</sup>.

Receive: This is the stage where an asset is received and verified by the organization. The receive stage involves checking the asset condition, validating the asset information, and updating the asset inventory<sup>2</sup>. References:

1: What is the IT Asset Lifecycle? - ServiceNow

2: ITAM Lifecycle Management: How does it all work?

### NEW QUESTION # 14

What are the key steps for importing asset data? (Choose three.)

- **A. Load data**
- B. Merge transform maps
- **C. Create transform map**
- **D. Run transform map**
- E. Update transform map
- F. Consolidate data

**Answer: A,C,D**

Explanation:

Create transform map: A transform map is a set of field mappings that determine how the source data in the import set table is transformed into the target data in the hardware asset table. You can create a transform map by using the Load Data UI page, or by navigating to System Import Sets > Create Transform Map. You need to specify the source table, the target table, and the field

mappings between them. You can also define coalesce fields, which are used to prevent duplicate records from being created or updated. For example, you can use the asset tag or the serial number as a coalesce field.

Load data: To load data into the import set table, you need to select a data source, such as a file, a JDBC data source, or a web service. You can use the Load Data UI page, or navigate to System Import Sets > Load Data.

You need to specify the source type, the file name or the connection URL, the sheet number and the header row (if using a file), and the import set table name. You can also preview the data before loading it into the table.

Run transform map: To run the transform map, you need to navigate to System Import Sets > Transform Maps, and select the transform map that you created. You can then click on the Run Transform button, which will execute the field mappings and transform the data from the import set table to the hardware asset table.

You can also view the transformation history, the transformation statistics, and the transformation log to monitor the progress and the results of the transformation.

References:

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a mobile device, and plan asset refresh cycles.

Getting Started with ServiceNow Hardware Asset Management, which provides general procedures and forms for performing asset lifecycle management activities in ServiceNow.

### NEW QUESTION # 15

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- A. Completeness
- B. Conciseness
- C. Configuration
- D. Compliance
- E. Correctness
- F. Conformity

**Answer: A,D,E**

Explanation:

Explanation

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy<sup>12</sup>.

Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated<sup>12</sup>.

Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates<sup>12</sup>.

Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules<sup>12</sup>.

Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs<sup>12</sup>.

The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness<sup>12</sup>. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs<sup>12</sup>.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on<sup>12</sup>.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status<sup>3</sup>.

Conciseness is the quality of being clear and brief, without unnecessary words or details<sup>4</sup>.

Conformity is the quality of being consistent with a set of rules, standards, or expectations<sup>5</sup>.

References: 1: How do I use the CMDB health dashboard? 2: CMDB Health Dashboard Score Card Explained. 3: Configuration management 4: Conciseness 5: Conformity

### NEW QUESTION # 16

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

- A. Track its incurred costs
- B. Manage its license contracts

- C. Know who is using it
- **D. Track its relationship information**
- E. Manage its retirement

**Answer: D**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure<sup>1</sup>. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component<sup>2</sup>. Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems<sup>3</sup>.

The other options are not correct because:

Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component<sup>2</sup>.

Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement<sup>2</sup>.

Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component<sup>2</sup>.

Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component<sup>4</sup>.

References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Configuration Management

ServiceNow Hardware Asset Management: Configuration item (CI)

ServiceNow Hardware Asset Management: Asset and CI fields

## NEW QUESTION # 17

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