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In order to let you understand our products in detail, our Certified Implementation Specialist - Hardware Asset Management test

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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) certification exam is designed for IT professionals who are looking to enhance their skills and knowledge in managing hardware assets effectively. Certified Implementation Specialist - Hardware Asset Management certification focuses on critical areas such as the creation of asset records, asset tracking, and managing asset life cycles. With this certification, professionals can demonstrate their expertise in managing hardware assets using the ServiceNow platform, which is a widely used IT service management tool.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q44-Q49):

NEW QUESTION # 44
What field must an agent complete when resolving an Incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

- A. Asset Action
- B. Asset and CI Action
- C. Asset Task Action
- D. Asset-CI Task Action

Answer: D

Explanation:
According to the ServiceNow Hardware Asset Management documentation, the Asset-CI Task Action field is a choice list that allows the agent to select an action to perform on the asset and CI records related to the Incident. The possible actions are:
*No action: No changes are made to the asset and CI records.
*Retire: The asset and CI records are set to the Retired state.
*Dispose: The asset and CI records are set to the Disposed state.
*Repair: The asset and CI records are set to the Repair in Progress state.
*Replace: The asset and CI records are set to the Retired state and a new asset request is created for a replacement.
*Return: The asset and CI records are set to the Returned state and a new asset request is created for a replacement.

NEW QUESTION # 45
What information would you find on the Procurement tab of the Hardware Asset dashboard? (Choose two.)

- A. Hardware expenditure by vendor
- B. Requests that require sourcing
- C. Hardware model normalization status
- D. Hardware nearing end of warranty
- E. New hardware assets found by audits
- F. Hardware models up for end of life

Answer: A,B

Explanation:
The Procurement tab of the Hardware Asset dashboard is a graphical representation of the hardware asset procurement across the enterprise1.
The Procurement tab provides the following information1:
Hardware expenditure by vendor: This shows the total amount spent on hardware assets from each vendor in the current fiscal year. This helps to analyze the vendor performance and negotiate better contracts.
Requests that require sourcing: This shows the number and status of asset requests that need to be fulfilled by purchasing new hardware assets from a vendor. This helps to prioritize the procurement activities and optimize the inventory levels.
Therefore, the information that are also options in the question are C. Hardware expenditure by vendor and F. Requests that require sourcing.

The other options that are not information on the Procurement tab are:
Hardware nearing end of warranty: This is an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that are nearing or have expired their warranty period1.
Hardware model normalization status: This is an information on the Normalization tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are normalized or not normalized1.
Hardware models up for end of life: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are approaching or have reached their end of life date1.
New hardware assets found by audits: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that were discovered by the asset inventory audit process but were not previously recorded in the CMDB1. References:
1: Hardware Asset Dashboard

NEW QUESTION # 46
When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed as a transfer order line on the transfer order task
- B. Each asset should be listed as a transfer order line on the transfer order
- C. Each asset should be listed in a transfer order task on the transfer order
- D. Each asset should be listed in an individual transfer order

Answer: C

NEW QUESTION # 47
Which catalogs support the request and procurement process? (Choose three.)

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

Answer: A,D,E

NEW QUESTION # 48
What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

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

Answer: B,C,D

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 accuracy12.
Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated12.
Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates12.
Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules12.
Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs12.
The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness12. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs12.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on12.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status3.

Conciseness is the quality of being clear and brief, without unnecessary words or details4.

Conformity is the quality of being consistent with a set of rules, standards, or expectations5.

NEW QUESTION # 49

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