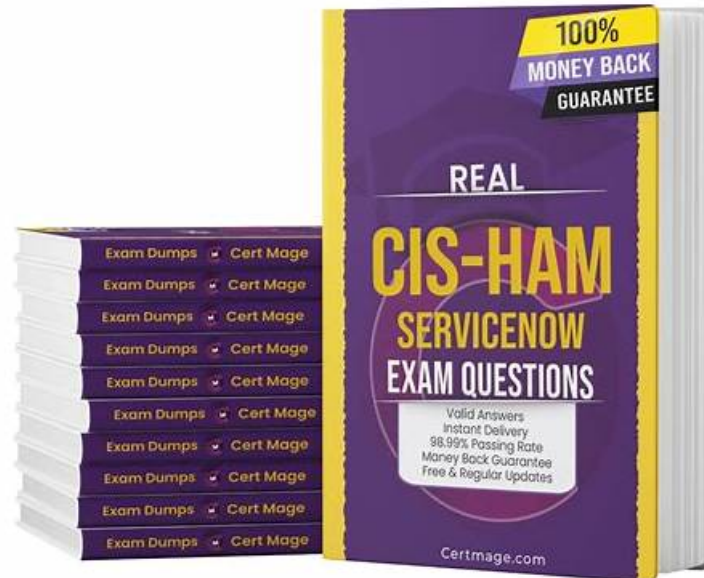


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## VCEdumps ServiceNow CIS-HAM Dumps PDF Format

VCEdumps is within your reach to obtain the top-rated ServiceNow CIS-HAM Exam Questions. And it guarantees that you will pass the CIS-HAM certification exam on the maiden attempt. Several aspiring candidates have already heard about the prestigious Certified Implementation Specialist - Hardware Asset Management CIS-HAM Certification. But the real problem they face is their inability to find trustworthy, updated, and relevant Certified Implementation Specialist - Hardware Asset Management CIS-HAM exam practice tests that can assist them.

ServiceNow CIS-HAM certification exam is an essential credential for IT professionals who wish to demonstrate their knowledge and skills in managing hardware assets using the ServiceNow platform. CIS-HAM exam provides a comprehensive understanding of the ServiceNow IT Asset Management application, best practices for hardware asset management, and the ability to configure and customize the ServiceNow platform. Candidates who pass the exam will gain recognition for their expertise and enhance their career prospects in the IT industry.

ServiceNow CIS-HAM certification is a valuable credential for IT professionals who want to specialize in hardware asset management. Certified Implementation Specialist - Hardware Asset Management certification not only validates their expertise in

ServiceNow HAM but also provides a competitive advantage in the job market. For businesses, hiring professionals with CIS-HAM Certification ensures that they have the necessary expertise to implement and manage ServiceNow HAM effectively, helping organizations optimize their hardware asset management processes.

The CIS-HAM exam is designed for IT professionals who want to demonstrate their knowledge and skills in implementing ServiceNow's HAM module. CIS-HAM exam covers various topics related to HAM, such as asset lifecycle management, hardware asset inventory, asset tracking and management, and software license compliance. CIS-HAM exam also evaluates the candidate's understanding of ServiceNow's best practices, policies, and procedures relating to HAM.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q129-Q134):

### NEW QUESTION # 129

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

**Answer: C**

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 # 130

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being

audited?

- A. Scanned assets
- B. Inventoried assets
- C. Labelled assets
- **D. Expected assets**
- E. Identified assets

**Answer: D**

Explanation:

- \* According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization, such as a stockroom or a warehouse.
- \* The asset audit form shows the details of the audit, such as the name, description, status, start date, end date, and location of the audit.
- \* The asset audit form also shows the audit results, which are the status of each scanned asset, such as "Scanned and expected", "Scanned and not expected", "Expected and not scanned", or "Not expected and not scanned".
- \* The scanned assets are the assets that were found at the stockroom or warehouse that is being audited, regardless of whether they were expected or not.
- \* The scanned assets are displayed in the Scanned Assets related list on the asset audit form.
- \* Therefore, the correct answer is option B, scanned assets, as they are the list of all assets that were found at the stockroom or warehouse that is being audited. References:
- \* Hardware Asset Management documentation
- \* What is Hardware Asset Management?

#### **NEW QUESTION # 131**

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

- **A. Check for the Hardware Asset Dashboard module in the application navigator**
- B. Check for the Asset application in the application navigator
- C. Check for the Hardware Assets module in the application navigator
- D. Check for the Hardware Asset Management application in the application navigator

**Answer: A**

Explanation:

- \* According to the Hardware Asset Management documentation, the Hardware Asset Management (HAM) plugin is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets.
- \* To activate the HAM plugin, you need to request it from the HI Customer Service System.
- \* Once the HAM plugin is activated, you can access the Hardware Asset Management application from the application navigator in the ServiceNow platform.
- \* The Hardware Asset Management application contains several modules, such as Hardware Assets, Hardware Asset Dashboard, Hardware Normalization, and Asset Lifecycle Automation.
- \* Therefore, the correct answer is option A, check for the Hardware Asset Dashboard module in the application navigator, as it indicates that the HAM plugin is installed on your instance. References:
- \* Hardware Asset Management documentation
- \* Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

#### **NEW QUESTION # 132**

What is the global standard for product recognition used during hardware model normalization?

- A. UPC
- **B. UNSPSC**
- C. ECCMA
- D. IAPSO
- E. NIGP

**Answer: B**

Explanation:

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries. Reference: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

### NEW QUESTION # 133

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

- A. Weekly
- B. Daily
- C. Monthly
- D. Quarterly

**Answer: A**

Explanation:

The Hardware Asset Management Content Service is a feature that enables customers to opt-in to receive updated content from ServiceNow, such as hardware model normalization rules, software recognition patterns, and SaaS product categories<sup>1,2</sup>.

When opted-in to the Hardware Asset Management Content Service, the updated content is downloaded to the customer instance from ServiceNow weekly<sup>2</sup>. This helps customers to keep their hardware and software inventory normalized and accurate with the latest data from ServiceNow.

The other options, such as monthly, daily, or quarterly, are incorrect, as they do not match the frequency of the Hardware Asset Management Content Service updates<sup>2</sup>. References: 1: Hardware Model Normalization - Product Documentation: Vancouver - ServiceNow 2: Content Library for IT Asset Management - ServiceNow

### NEW QUESTION # 134

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