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ServiceNow is a leading cloud-based platform that provides a wide range of IT management services to businesses worldwide. One of the core offerings of ServiceNow is its Hardware Asset Management (HAM) module, which enables organizations to track, manage, and optimize their hardware assets effectively. To ensure that professionals have the necessary skills and knowledge to implement and manage ServiceNow HAM effectively, the company offers the Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam.

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 Exam is an excellent way for professionals to demonstrate their knowledge and skills in managing hardware assets using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification provides a validation of an individual's expertise in hardware asset management, making them more attractive to potential employers. It is also an excellent way for current ServiceNow users to enhance their understanding of the platform and learn new techniques for managing hardware assets. Certified Implementation Specialist - Hardware Asset Management certification exam is challenging, and passing it requires significant effort and dedication, but the benefits of obtaining the certification are well worth the investment.

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With the help of our CIS-HAM test material, users will learn the knowledge necessary to obtain the ServiceNow certificate and be competitive in the job market and gain a firm foothold in the workplace. Our CIS-HAM quiz guide' reputation for compiling has created a sound base for our beautiful future business. We are clearly concentrated on the international high-end market, thereby committing our resources to the specific product requirements of this key market sector, as long as cater to all the users who wants to get the test ServiceNow certification.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q176-Q181):

NEW QUESTION # 176

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

- A. Help the asset manager generate reports
- B. Help the asset manager process purchase orders
- C. Show the value from maintaining inventory
- D. Show the value from bulk purchasing
- E. Help the stock manager process transfer orders

Answer: C

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Inventory tab of the Hardware Asset Management dashboard provides a comprehensive view of the inventory functions, such as asset audits, disposal orders, stock orders, and shipments. The primary goal of this tab is to show the value from maintaining inventory, such as reducing costs, improving service delivery, and optimizing asset utilization. The Inventory tab also helps users to take inventory-related actions, such as creating or managing stock orders, disposal orders, or shipments, scanning assets with a mobile device, and assigning assets to pallets.

References:

- * ServiceNow Hardware Asset Management: Hardware Asset Management overview
- * ServiceNow Hardware Asset Management: Inventory view

NEW QUESTION # 177

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are reported as Match Not Found. What are potential causes of this? (Choose three.)

- A. Something on your model form may be badly formatted
- B. The content is not available from the Content Service
- C. The content has not been downloaded from the Content Service
- D. You have opted out of the Content Service
- E. Your model form contains a good Model number, but a bad model Name

Answer: A,C,E

NEW QUESTION # 178

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

- A. Now Procurement App
- B. Now Mobile App
- C. Now Onboarding App
- D. Now Agent Mobile App

Answer: D

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, the Now Agent Mobile App is a mobile application that enables users to perform various asset management tasks on the go, such as creating assets, performing inventory audits, and receiving assets¹. The Now Agent Mobile App provides access to the following features²:

Asset Receiving: Users can receive multiple assets against a purchase order using a mobile device.

Users can scan barcodes or QR codes to identify assets and update their status and location.

Asset Inventory Audit: Users can manage assets across locations with simplified mobile inventory processes. Users can scan barcodes or QR codes to verify assets and update their information. Users can also view audit results and resolve discrepancies.

Asset Creation: Users can create new assets using a mobile device. Users can scan barcodes or QR codes to populate asset fields and assign them to stockrooms or users.

The other options, Now Procurement App, Now Mobile App, and Now Onboarding App, are not related to hardware asset management. The Now Procurement App is a mobile application that enables users to manage purchase orders, requisitions, and contracts³. The Now Mobile App is a mobile application that enables users to access ServiceNow services and information, such as requesting items, viewing incidents, and checking assigned assets. The Now Onboarding App is a mobile application that enables users to complete onboarding tasks, such as signing documents, enrolling in benefits, and setting up devices. References:

ServiceNow Hardware Asset Management: Now Agent Mobile App

ServiceNow Hardware Asset Management: Mobile Asset Management

ServiceNow Hardware Asset Management: Now Procurement App

[ServiceNow Hardware Asset Management: Now Mobile App]

[ServiceNow Hardware Asset Management: Now Onboarding App]

NEW QUESTION # 179

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. No, it cannot unless the lifecycle stage is EOL
- B. No, it cannot
- C. Yes, it can
- D. Yes, it can be deleted or deactivated

Answer: D

NEW QUESTION # 180

When should you retire an IT asset?

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

Answer: A

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 manner¹.

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 requirements¹.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following¹:

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 management². 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 vendor³. 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 models⁴. 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 # 181

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