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ServiceNow CIS-HAM Exam is a rigorous exam that tests an individual's understanding of ServiceNow's hardware asset management capabilities. CIS-HAM exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. Individuals who pass the exam receive a ServiceNow Certified Implementation Specialist - Hardware Asset Management certification, which is valid for two years.

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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Exam is a certification exam designed for individuals who want to demonstrate their expertise in implementing and managing hardware asset management solutions using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification is ideal for IT professionals, consultants, and project managers who are responsible for implementing and managing hardware asset management solutions in their organizations.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q59-Q64):

NEW QUESTION # 59

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

- A. Track its relationship information
- B. Know who is using it

- C. Manage its license contracts
- D. Manage its retirement
- E. Track its incurred costs

Answer: A

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 infrastructure¹. 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 component². 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 problems³.

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 component².

* 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 replacement².

* 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 component².

* 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 component⁴.

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 # 60

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

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

Answer: B

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 # 61

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

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

Answer: B

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.

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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.

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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 # 62

Stockroom C has seven Bluetooth keyboards with a total value of \$630. The asset manager procures two more of the same model keyboards for \$360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

- A. \$110
- B. \$90
- C. \$180
- **D. \$63**

Answer: D

NEW QUESTION # 63

What types of inventory audits are supported with the Hardware Asset Management (HAM) application? (Choose two.)

- **A. Stockroom audit**
- **B. Location audit**
- C. Discovery audit
- D. Vendor audit

Answer: A,B

Explanation:

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