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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Exam is a certification exam that focuses on testing the practical and theoretical understanding of hardware asset management. CIS-HAM exam aims to gauge an individual's knowledge of managing hardware assets and activities related to them. It is a widely recognized credential that demonstrates expertise in implementing and configuring hardware asset management modules in ServiceNow.

The CIS-HAM certification exam validates the skills of IT professionals in managing hardware assets using ServiceNow. CIS-HAM exam covers various topics such as asset management fundamentals, hardware asset management, and software asset management.

Certified Implementation Specialist - Hardware Asset Management certification also includes topics such as procurement, contract management, and financial management. Certified Implementation Specialist - Hardware Asset Management certification is essential for IT professionals who are looking to improve their career prospects by demonstrating their expertise in managing hardware assets using ServiceNow. By passing CIS-HAM Exam, professionals can gain recognition for their knowledge and skills, and it can also improve their chances of getting hired or promoted in their respective organizations.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q88-Q93):

NEW QUESTION # 88
Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- B. A normalization rule for the hardware model does not exist in the Content Service
- C. The hardware model content has not yet been downloaded from the Content Service
- D. Your hardware model form contains a good model number, but a badly formatted model name
- E. You have opted out of the ServiceNow Content Service

Answer: A,B,C

Explanation:
* Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models1
* Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models1
* Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number2
* The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized3
* Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models3
* The potential causes of this are34:
* The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.
* Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.
* A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom-made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.
References: 1: Hardware Model Normalization - ServiceNow 2: Set the normalized display name - ServiceNow 3: Model Management tab - ServiceNow 4: Troubleshoot hardware model normalization - ServiceNow

NEW QUESTION # 89
With regard to Contract Management notifications, what is the most important contract dale to be aware of?

- A. Start date
- B. Expire date
- C. Renew date
- D. Extend date

Answer: B

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract1.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered2.

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance3.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. Reference:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

NEW QUESTION # 90

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Hardware Model Normalization (com.sn_hwnorm)
- B. Normalization Data Services Client (com.glide.data_services_canonicalization.client)
- C. Outbound Tracking (com.glide.outbound_tracking)
- D. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)

Answer: B

Explanation:

* The Normalization Data Services Client plugin enables you to use the Normalization Data Services (NDS) to provide consistent, good, clean data for the company names of vendors or manufacturers12.

* The NDS is a cloud-based service that provides a comprehensive and up-to-date list of canonical company names for vendors and manufacturers, as well as other data such as product categories, models, and versions12.

* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes12.

* The NDS integrates with the Hardware Model Normalization plugin, which standardizes the details of your hardware models by comparing them with the data from the Hardware Model Normalization Content Service13.

* Therefore, the correct answer is D. Normalization Data Services Client (com.glide.

data_services_canonicalization.client), as this is the plugin that offers consistent, good, clean data for the company names of vendors or manufacturers.

References: 1: Normalization Data Services Client - Product Documentation: Tokyo - ServiceNow 2:

Normalization Data Services - ServiceNow 3: Hardware Model Normalization - Product Documentation:

Tokyo - ServiceNow

NEW QUESTION # 91

Which features are part of the ServiceNow Mobile App? (Choose two.)

- A. Provides users visibility to their disposed consumables
- B. Enables reclamation of mobile devices
- C. Enables end users to log incidents for their assigned assets
- D. Provides end users visibility to their assigned hardware

Answer: C,D

Explanation:

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices12.

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app34.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app34.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

Reference:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile - Now Platform
3: ServiceNow Product Documentation: Now Mobile App
4: ServiceNow Product Documentation: Mobile Agent App
[5]: ServiceNow Product Documentation: Reclamation
[6]: ServiceNow Product Documentation: Consumables

NEW QUESTION # 92

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Reduces manual intervention
- B. Increases data accuracy
- C. Reduces field agent training
- D. Reduces process cost
- E. Increases speed of updates

Answer: A,E

Explanation:
Deploying asset tasks during the retirement of an asset means using the ServiceNow Enterprise Asset Workflow Automation feature, which automates the end-of-life procedures for assets that are no longer needed or functional1.
This feature allows you to flag assets as retired pending disposal, triggering a workflow that verifies the asset condition, determines the disposal method, and saves the disposal certificates1.
The two primary benefits of deploying asset tasks during the retirement of an asset are:
Reduces manual intervention: By automating the retirement process, you can eliminate the need for manual data entry, human errors, and delays. You can also ensure compliance with policies and regulations by following a standardized procedure12.
Increases speed of updates: By using the ServiceNow Agent mobile app, you can scan asset tags and barcodes, update asset status and inventory, and complete asset tasks on the go. This can increase the speed and accuracy of asset updates and reduce the risk of data loss or duplication13. References:
1: Enterprise Asset Workflow Automation - ServiceNow
2: Asset and CI management - Product Documentation: San Diego - ServiceNow
3: Enterprise Asset Management - ServiceNow

NEW QUESTION # 93

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