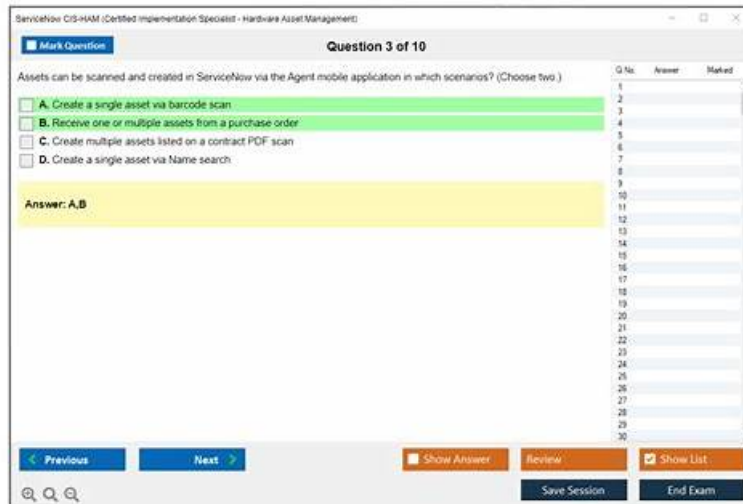


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ServiceNow is a cloud-based software solution enabling digital transformation for businesses across the globe. It offers a broad range of enterprise-level tools that automate workflows, enhance productivity, and optimize decision-making processes. Among its various modules, ServiceNow offers a special focus on asset management, particularly hardware asset management. The CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam sets a standardized benchmark for IT professionals to demonstrate their proficiency in implementing ServiceNow's hardware asset management module.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q191-Q196):

NEW QUESTION # 191

When should you retire an IT asset?

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

Answer: D

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 # 192

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

- A. Manufacturer price
- B. Manufacturer part number
- **C. Manufacturer lifecycle dates**
- D. Manufacturer comparables

Answer: C

Explanation:

According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that

provides normalized and enriched hardware model data.

The Content Library automatically populates your inventory with non-discoverable asset metadata, which are the data that cannot be obtained from discovery tools or manual entry, such as manufacturer name, model name, model number, and product lifecycle information¹.

The product lifecycle information includes the manufacturer lifecycle dates, which are the dates when the manufacturer stops selling, supporting, or servicing a hardware product¹.

The manufacturer lifecycle dates are important for hardware asset management, as they help customers plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates².

Therefore, the correct answer is option C, manufacturer lifecycle dates, as they are the non-discoverable asset metadata that the Content Library automatically populates your inventory with as part of the hardware model normalization process. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 193

What are baseline asset states? (Choose three.)

- A. Consumed
- B. Retired
- C. In Stock
- D. Duplicate
- E. Exported

Answer: C,D,E

NEW QUESTION # 194

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 Hardware Asset Management application in the application navigator
- C. Check for the Hardware Assets module in the application navigator
- D. Check for the Asset 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 System¹.

Once the HAM plugin is activated, you can access the Hardware Asset Management application from the application navigator in the ServiceNow platform².

The Hardware Asset Management application contains several modules, such as Hardware Assets, Hardware Asset Dashboard, Hardware Normalization, and Asset Lifecycle Automation².

Therefore, the correct answer is option D, check for the Hardware Asset Management application in the application navigator, as it indicates that the HAM plugin is installed on your instance. Reference:

Hardware Asset Management documentation

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

NEW QUESTION # 195

From where can you publish catalog items? (Choose two.)

- A. From a model
- B. From a vendor item
- C. From a user record
- D. From an asset record
- E. From the model category

Answer: A,B

