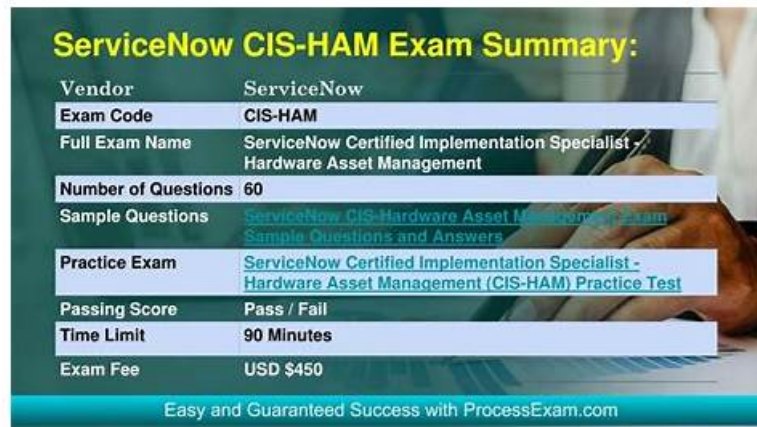


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The graphic is a table with a dark green background and white text. It lists exam details for ServiceNow CIS-HAM. At the bottom, there is a teal banner with white text.

ServiceNow CIS-HAM Exam Summary:	
Vendor	ServiceNow
Exam Code	CIS-HAM
Full Exam Name	ServiceNow Certified Implementation Specialist - Hardware Asset Management
Number of Questions	60
Sample Questions	ServiceNow CIS-HAM Hardware Asset Management Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) Practice Test
Passing Score	Pass / Fail
Time Limit	90 Minutes
Exam Fee	USD \$450

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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Certification Exam is an industry-recognized certification that validates a candidate's skills and knowledge in managing hardware assets with ServiceNow. CIS-HAM exam is designed for professionals who have experience in hardware asset management and want to demonstrate their expertise in the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification demonstrates that a candidate has the technical skills and knowledge to implement ServiceNow Hardware Asset Management (HAM) solutions.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q166-Q171):

NEW QUESTION # 166

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. cmdb_model_category
- B. alm_hardware
- C. alm_asset
- D. No migration is required

Answer: C

Explanation:

The core table that requires migration when extending ITSM Asset Management with Hardware Asset Management is the alm_asset

table1.

The alm_asset table stores the records of all the assets in the system, regardless of their type or class1.

When you activate the Hardware Asset Management plugin, a migration script runs that converts the existing asset records in the alm_asset table to hardware asset records in the alm_hardware table2.

The alm_hardware table is a child table of the alm_asset table that stores the records of the hardware assets only2.

The migration script also updates the references and relationships of the migrated assets to the new table2.

The migration script runs only once and does not affect the future creation or update of asset records2. Reference:

Asset table - Product Documentation: San Diego - ServiceNow

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

NEW QUESTION # 167

What information would you find on the Inventory tab of the Hardware Asset dashboard? (Choose three.)

- A. Open asset audits
- B. Requests that require sourcing
- C. New hardware assets found by audits
- D. Hardware models up for end of life
- E. Hardware nearing end of warranty
- F. Active stock rules

Answer: C,D,E

Explanation:

The Inventory tab of the Hardware Asset dashboard is a graphical representation of the hardware asset inventory across the enterprise1.

The Inventory tab provides the following information1:

New hardware assets found by audits: This shows the number and percentage of hardware assets that were discovered by the asset inventory audit process but were not previously recorded in the CMDB. This indicates the gap between the actual and expected inventory and helps to identify and reconcile the unknown assets.

Hardware models up for end of life: This shows the number and percentage of hardware models that are approaching or have reached their end of life (EOL) date. This indicates the risk of obsolescence and the need for hardware refresh planning.

Hardware nearing end of warranty: This shows the number and percentage of hardware assets that are nearing or have expired their warranty period. This indicates the risk of increased maintenance costs and the need for contract renewal or replacement.

Therefore, the information that are also options in the question are A. New hardware assets found by audits, B. Hardware models up for end of life, and C. Hardware nearing end of warranty.

The other options that are not information on the Inventory tab are:

Active stock rules: This is not an information on the Inventory tab, but a configuration option for the Hardware Asset dashboard.

Active stock rules are the rules that define the minimum and maximum quantities of hardware assets in a stockroom2. The Hardware Asset dashboard allows the user to select the active stock rules to filter the data on the dashboard1.

Open asset audits: This is not an information on the Inventory tab, but an information on the Audit tab of the Hardware Asset dashboard. Open asset audits are the asset audits that are in progress or not yet completed1. The Audit tab shows the number and status of the open asset audits, as well as the audit results and discrepancies1.

Requests that require sourcing: This is not an information on the Inventory tab, but an information on the Requests tab of the Hardware Asset dashboard. Requests that require sourcing are the asset requests that need to be fulfilled by purchasing new hardware assets from a vendor1. The Requests tab shows the number and status of the requests that require sourcing, as well as the purchase orders and stock order tasks associated with them1. References:

1: Hardware Asset Dashboard

2: Stock Rules

NEW QUESTION # 168

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

- A. Now Mobile app
- B. Now Agent Mobile app
- C. Now Onboarding app
- D. Now My Assets app

Answer: A

NEW QUESTION # 169

An asset is manually created from a purchase order before it has been shipped by the supplier. By default, the state of the asset is set to:

- A. In use
- B. Pending transfer
- C. Awaiting delivery
- **D. On order**

Answer: D

Explanation:

Explanation

When an asset is manually created from a purchase order before it has been shipped by the supplier, the default state of the asset is set to On order. This state indicates that the asset has been ordered but not yet received. The asset state will change to Awaiting delivery when the asset is shipped by the supplier, and to In stock when the asset is received by the stockroom. The asset state will change to In use when the asset is deployed to a user or a location, and to Pending transfer when the asset is ready to be transferred to another stockroom or location. The asset state will change to Retired when the asset is disposed of or returned to the supplier.

References:

Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Lifecycle Automation, which explains how to automate the workflows and tasks for managing the assets throughout their lifecycle stages, from request to retire.

NEW QUESTION # 170

Hamm is a member of the Asset Managers group which has the ham_admin role assigned to it. Based on this role alone, which of the following operations can Hamm perform? (Choose four.)

- **A. Create and delete asset records**
- **B. Import assets**
- **C. Revert normalization results**
- D. Create purchase orders
- **E. Create flows**
- F. Add Service Catalog entries

Answer: A,B,C,E

NEW QUESTION # 171

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