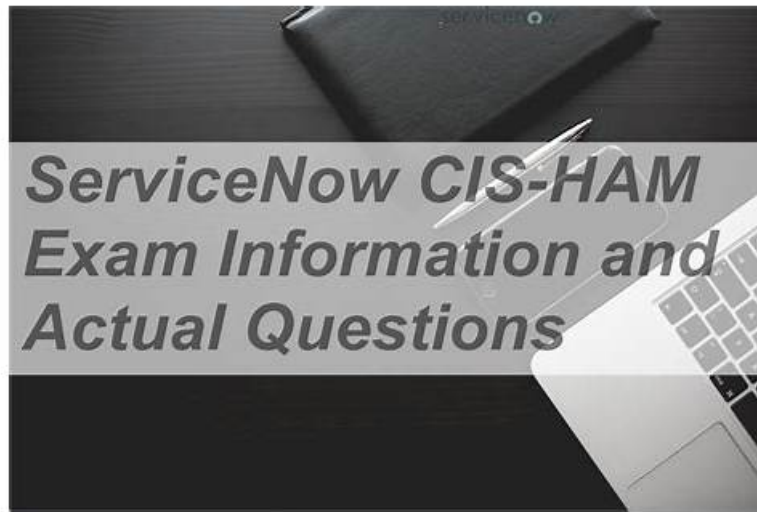


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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Certification Exam is a certification exam that is designed to test the knowledge and skills of professionals who are responsible for implementing and managing hardware asset management processes using ServiceNow platform. CIS-HAM exam is intended for those individuals who have a solid understanding of the ServiceNow platform and have experience in implementing hardware asset management processes.

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.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q181-Q186):

NEW QUESTION # 181

When transferring non-consumable assets between stockrooms, how must they be transferred?

- **A. As a single entity with a quantity of one**
- B. In sets of two items
- C. No more than 10% of the source stockroom's inventory
- D. In groups of ten items

Answer: A

Explanation:

According to the Hardware Asset Management documentation, non-consumable assets are assets that are not depleted or used up when they are applied or consumed, such as laptops, monitors, or routers.

Non-consumable assets are tracked individually in the ServiceNow platform, and each asset has a unique asset tag and serial number.

When transferring non-consumable assets between stockrooms, they must be transferred as a single entity with a quantity of one, as stated in the Hardware Asset Management documentation: "Non-consumable assets are transferred as a single entity with a quantity of one. For example, a laptop is transferred as a single entity with a quantity of one." Therefore, the correct answer is option C, as a single entity with a quantity of one. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 182

What information would you not find in the lifecycle management tab of the Hardware Asset dashboard?

(Choose 2 answers)

- A. Hardware nearing end of lease
- **B. Hardware model purchase orders pending delivery**
- **C. Hardware model expenditure by vendor**
- D. Hardware model normalization status
- E. Noncompliant assets found by auditing
- F. Hardware models up for end of life

Answer: B,C

Explanation:

The lifecycle management tab provides details about the normalization status, models nearing end of life, and lease end timelines. Expenditure by vendor and pending purchase orders are unrelated to lifecycle tracking and would typically be found in financial reports or procurement dashboards.

Reference: Hardware Asset Dashboard Overview (ServiceNow HAM documentation).

NEW QUESTION # 183

How can you automate the replenishment of stock levels?

- **A. Stock Filters**
- B. Transfer Orders
- C. Transfer Rules
- D. Stock Rules

Answer: A

NEW QUESTION # 184

When a hardware asset is retired, what happens to any existing software allocations on that asset?

- A. The software allocations remain with the hardware asset and need to be reclaimed manually.
- **B. The software allocations are handled based upon the configuration of the system property `glide.ham.retire_sw()`.**

- C. The software allocations are removed from the asset, but not returned to inventory.
- D. The software allocations are automatically returned back into inventory.

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the system property `glide.ham.retire_sw()` determines the behavior of software allocations when a hardware asset is retired. The possible values are:

*Reclaim: The software allocations are automatically returned to inventory and the software installation records are deleted.

*Retain: The software allocations remain with the hardware asset and need to be reclaimed manually.

*Remove: The software allocations are removed from the asset, but not returned to inventory.

NEW QUESTION # 185

A contract can be cancelled when the State is what?

- A. Inactive
- **B. Active**
- C. Expired
- D. Rejected

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a contract is a record of the terms and conditions that govern the relationship between a vendor and an organization. A contract can have different states that indicate its status and lifecycle. The states are:

Draft: The contract is being created or modified and has not been submitted for approval.

Requested: The contract has been submitted for approval but has not been approved yet.

Active: The contract has been approved and is in effect. You can cancel the contract in this state, if you want to terminate it before its end date due to various reasons, such as breach of contract, mutual agreement, or vendor performance.

Expired: The contract has reached its end date and is no longer valid. You cannot cancel the contract in this state, but you can renew it or extend it.

Renewed: The contract has been renewed for another term with the same or modified terms and conditions.

You cannot cancel the contract in this state, but you can renew it or extend it again.

Extended: The contract has been extended beyond its original end date with the same terms and conditions.

You cannot cancel the contract in this state, but you can renew it or cancel it.

Canceled: The contract has been terminated before its end date. You cannot cancel the contract in this state, but you can reactivate it or delete it.

Rejected: The contract has been rejected by the approver. You cannot cancel the contract in this state, but you can edit it or delete it.

References:

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

NEW QUESTION # 186

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This pdf covers all of the CIS-HAM Exam Questions from the previous exams as well as those that will appear in the upcoming ServiceNow CIS-HAM exam. The CIS-HAM PDF exam questions are compiled according to the latest exam syllabus to ensure your success. The ServiceNow CIS-HAM PDF exam questions are also printable to make handy notes.

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