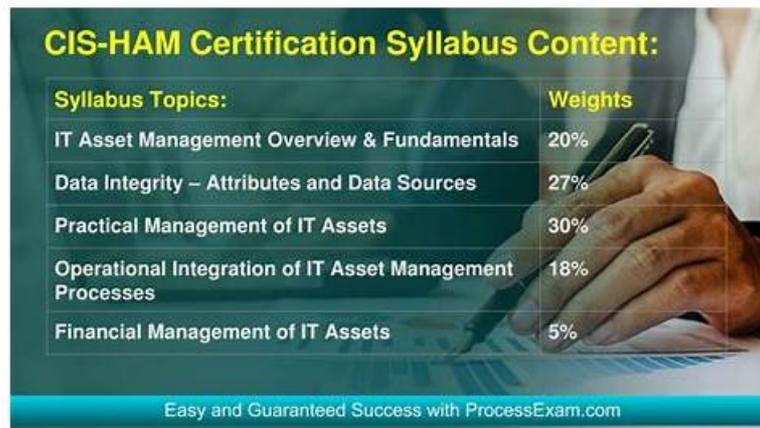


CIS-HAM Zertifizierungsprüfung & CIS-HAM Deutsche



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>> CIS-HAM Zertifizierungsprüfung <<

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ServiceNow Certified Implementation Specialist - Hardware Asset Management CIS-HAM Prüfungsfragen mit Lösungen (Q137-Q142):

137. Frage

Describe the structure of a Transfer Order.

- A. Transfer Order > Transfer Order Line > Transfer Order Task
- B. Transfer Order > Transfer Order Task > Transfer Order Line
- C. Transfer Order Task > Transfer Order
- D. Transfer Order Task > Transfer Order Line

Antwort: A

Begründung:

A transfer order is a record of all asset transfers that happen to and from company-owned stockrooms1. A transfer order can have

one or more transfer order lines, which represent the individual assets or asset models that are being transferred². A transfer order line can have one or more transfer order tasks, which are the actual work items that need to be performed to complete the transfer, such as packing, shipping, receiving, and unpacking². The structure of a transfer order is shown in the following diagram²:

```
Transfer Order
|
+-- Transfer Order Line 1
| |
| +- Transfer Order Task 1.1
| |
| +- Transfer Order Task 1.2
|
+-- Transfer Order Line 2
|
+-- Transfer Order Task 2.1
|
+-- Transfer Order Task 2.2
```

138. Frage

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

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

Antwort: D,E

139. Frage

Any normalization that has occurred on a model can be reverted by using this feature.

- A. Normalizations cannot be reverted
- B. Undo Normalization Scheduled Job
- C. Rollback Normalization Business Rule
- **D. Revert Normalization UI Action**

Antwort: D

Begründung:

Hardware normalization is a process that standardizes the data of hardware and consumable models by using the United Nations Standard Products and Services Code (UNSPSC) and a set of rules¹².

Normalization can be performed manually or automatically on models in the model catalog¹².

If a model has been normalized, it will have a check mark in the Normalized column in the model list¹.

To revert the normalization of a model, you can use the Revert Normalization UI action, which is available on the model form¹³.

The Revert Normalization UI action will restore the original values of the model attributes that were changed by the normalization process¹³.

The Revert Normalization UI action will also clear the Normalized check mark and the Normalization Source field on the model form¹³. Reference: Work with hardware normalization - ServiceNow - Now Support, Hardware Asset Management builds on Core Asset Management - ServiceNow, Automation Simplifies Hardware Asset Management - ServiceNow Blog, Product Documentation | ServiceNow

140. Frage

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

- **A. Leverages Service Mapping to predict service impact**
- **B. Improves application privacy and security adherence**

- C. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- D. Integrates with business services via the Service Catalog from request through to disposal
- E. Provides input into, aligns with, and follows corporate governance

Antwort: A,B,C,D,E

Begründung:

Explanation

A is correct because ITAM integrates with business services via the Service Catalog from request through to disposal. This means that ITAM enables users to request, receive, track, and retire assets through a standardized and automated process. This also helps to optimize asset utilization and reduce costs¹² B is correct because ITAM leverages ITSM to manage the lifecycle of assets as they pass through their useful life as CIs. This means that ITAM uses the same platform, data model, and architecture as ITSM to track and manage assets as they are deployed, maintained, upgraded, and disposed of. This also helps to improve service quality and availability, as well as compliance and security¹³ C is correct because ITAM provides input into, aligns with, and follows corporate governance. This means that ITAM helps to ensure that assets are accounted for, controlled, and protected according to the organization's policies, standards, and regulations. This also helps to mitigate risks, avoid fines, and support audits¹⁴ D is not correct because ITAM does not directly improve application privacy and security adherence.

This is more related to the function of IT Security Management, which is a separate module in ServiceNow. ITAM can support IT Security Management by providing accurate and up-to-date asset inventory and configuration data, but it does not enforce or monitor application privacy and security policies⁵ E is not correct because ITAM does not leverage Service Mapping to predict service impact. This is more related to the function of Service Mapping, which is another module in ServiceNow. Service Mapping creates a visual map of the relationships and dependencies between IT components and business services, and helps to identify and resolve service issues. ITAM can integrate with Service Mapping to provide asset data, but it does not use Service Mapping to predict service impact.

References: 1: ITAM - IT Asset Management - ServiceNow 2: [Service Catalog - ServiceNow] 3: [ITSM - IT Service Management - ServiceNow] 4: How To Define Your IT Asset Management Program Outcomes 5: [IT Security Management - ServiceNow] : [Service Mapping - ServiceNow] :

<https://www.servicenow.com/products/service-catalog.html> :

<https://www.servicenow.com/products/it-service-management.html> :

<https://www.servicenow.com/products/it-security-management.html> :

<https://www.servicenow.com/products/service-mapping.html>

141. Frage

Which catalog facilitates the ability to source from existing stock?

- A. Product Catalog
- B. Procurement Catalog
- C. Service Catalog
- D. Vendor Catalog

Antwort: C

Begründung:

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department¹ The Service Catalog facilitates the ability to source from existing stock by allowing users to select from a list of available hardware products that are in stock or reserved in a stockroom² The Service Catalog also enables users to view the status of their requests, track the delivery and return of assets, and report any issues or incidents related to assets¹ The Service Catalog is integrated with the Procurement Catalog, which contains the list of hardware products that are currently on order or have been received from vendors³ The Service Catalog is also linked to the Product Catalog, which contains the list of hardware products that are available for purchase from vendors or internal sources⁴ The Vendor Catalog contains the list of vendors that supply hardware products, but it does not facilitate the ability to source from existing stock

142. Frage

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