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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam is a certification that validates a person's knowledge and skills in implementing and managing hardware asset management processes using the ServiceNow platform. CIS-HAM exam is designed for professionals who are responsible for managing, tracking and reporting hardware assets in an organization. The CIS-HAM Certification is an essential credential for IT professionals who want to gain expertise in managing hardware assets and providing efficient support to end-users.

## **ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q70-Q75):**

**NEW QUESTION # 70**

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

- A. Hardware Model Normalization (com.sn\_hwnorm)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Outbound Tracking (com.glide.outbound\_tracking)
- **D. Normalization Data Services Client (com.glide.data\_services\_canonicalization.client)**

**Answer: D**

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 manufacturers<sup>12</sup>.

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 versions<sup>12</sup>.

The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes<sup>12</sup>.

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 Service<sup>13</sup>.

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.

#### NEW QUESTION # 71

What are the key steps for importing asset data? (Choose three.)

- **A. Load data**
- B. Consolidate data
- C. Update transform map
- D. Merge transform maps
- **E. Create transform map**
- **F. Run transform map**

**Answer: A,E,F**

Explanation:

Create transform map: A transform map is a set of field mappings that determine how the source data in the import set table is transformed into the target data in the hardware asset table. You can create a transform map by using the Load Data UI page, or by navigating to System Import Sets > Create Transform Map. You need to specify the source table, the target table, and the field mappings between them. You can also define coalesce fields, which are used to prevent duplicate records from being created or updated. For example, you can use the asset tag or the serial number as a coalesce field.

Load data: To load data into the import set table, you need to select a data source, such as a file, a JDBC data source, or a web service. You can use the Load Data UI page, or navigate to System Import Sets > Load Data. You need to specify the source type, the file name or the connection URL, the sheet number and the header row (if using a file), and the import set table name. You can also preview the data before loading it into the table.

Run transform map: To run the transform map, you need to navigate to System Import Sets > Transform Maps, and select the transform map that you created. You can then click on the Run Transform button, which will execute the field mappings and transform the data from the import set table to the hardware asset table. You can also view the transformation history, the transformation statistics, and the transformation log to monitor the progress and the results of the transformation.

Reference:

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a mobile device, and plan asset refresh cycles.

Getting Started with ServiceNow Hardware Asset Management, which provides general procedures and forms for performing asset lifecycle management activities in ServiceNow.

#### NEW QUESTION # 72

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

- **A. Completeness**
- B. Configuration

- C. Conciseness
- **D. Compliance**
- **E. Correctness**
- F. Conformity

**Answer: A,D,E**

Explanation:

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy<sup>12</sup>.

Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated<sup>12</sup>.

Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates<sup>12</sup>.

Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules<sup>12</sup>.

Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs<sup>12</sup>.

The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness<sup>12</sup>. These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs<sup>12</sup>.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on<sup>12</sup>.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status<sup>3</sup>.

Conciseness is the quality of being clear and brief, without unnecessary words or details<sup>4</sup>.

Conformity is the quality of being consistent with a set of rules, standards, or expectations<sup>5</sup>.

#### NEW QUESTION # 73

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

- A. Name, Asset tracking unit, Model number
- **B. Name, Manufacturer, Model number**
- C. Asset tracking unit, Manufacturer, Model category
- D. Name, Device type, Model category
- E. Asset tracking unit, Manufacturer, Model number

**Answer: B**

Explanation:

To perform hardware model normalization, you need to use the Hardware Model Normalization Content Service, which is a data service that provides standardized information about hardware models from various manufacturers. You can access this service from the Hardware Model Normalization module under Asset Management. To set the normalized display name for a hardware model, you need to use the following three fields from the hardware model record:

\* Name: This is the name of the hardware model as it appears in the model catalog or the CMDB. For example, "iPhone 12 Pro".

\* Manufacturer: This is the name of the manufacturer of the hardware model. For example, "Apple".

\* Model number: This is the unique identifier of the hardware model assigned by the manufacturer. For example, "A2341".

The normalized display name is a combination of these three fields, separated by commas. For example, "iPhone 12 Pro, Apple, A2341". The normalized display name helps you to easily identify and compare hardware models across different sources and platforms. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

#### NEW QUESTION # 74

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. Revert normalization results**
- B. Create flows
- **C. Add Service Catalog entries**
- **D. Create and delete asset records**

- E. Import assets
- F. Create purchase orders

**Answer: A,C,D,E**

Explanation:

According to the Hardware Asset Management page, the ham\_admin role grants the user the following permissions:

Create, read, update, and delete hardware asset records

Import hardware assets from external sources

Revert normalization results for hardware assets

Add hardware assets to the Service Catalog

These permissions correspond to the options A, B, E, and F in the question.

The options C and D are not part of the ham\_admin role, and are not mentioned in the ServiceNow Hardware Asset Management documents. References:

Hardware Asset Management

Hardware Asset Management roles and permissions

## NEW QUESTION # 75

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