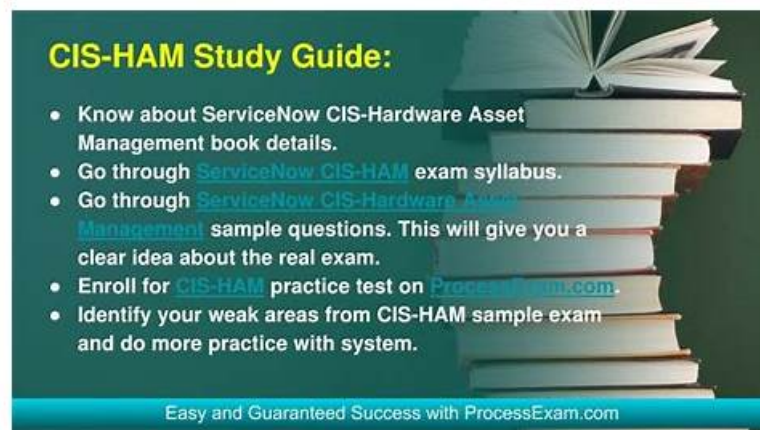# Practice CIS-HAM Online, Study Materials CIS-HAM Review

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q120-Q125):

NEW QUESTION # 120
To utilize the contract rate cards features, which plugin is required to be activated?

- A. Financial Management
- B. Contract Management
- C. Rate Management
- D. Cost Management

Answer: D

Explanation:

To utilize the contract rate cards features, you need to activate the Rate Management plugin, which provides the ability to define and manage rates for various types of costs and expenses1.

The contract rate cards features allow you to capture operating costs by generating expense lines representing the cost of a contract. You can associate a contract to certain assets and costs of those assets are tied to the contract. This is similar to a rate card cost, except the contract contains all the costs2.

The other plugins are not required to use the contract rate cards features. The Financial Management plugin provides the ability to track and manage the financial performance of your IT services3. The Contract Management plugin provides the ability to create and manage contracts for assets, services, and vendors4. The Cost Management plugin provides the ability to track and allocate costs for configuration items, tasks, and projects5. References: 1: Rate Management 2: Cost Management - ServiceNow Elite 3: Financial Management 4: Contract Management 5: Cost Management

NEW QUESTION # 121

Publishing an item to the Service Catalog can be done by using the "Publish to Hardware Catalog" related link in:

- A. Inventory Catalog
- B. Product Catalog
- C. Supplier Catalog
- D. Asset Catalog

Answer: C

NEW QUESTION # 122

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

- A. Missing data
- B. Plugin issues
- C. Missing transform map
- D. Invalid transform map

Answer: A

Explanation:

Normalization is the process of aligning hardware asset data with the ServiceNow Content Library, which provides standardized values for manufacturer, product name, and model number. During normalization, the system compares the hardware model data with the content library and assigns a status to indicate the level of match. The status of Match Not Found means that the system could not find any matching record in the content library for the hardware model. The most common cause for this status is missing data, such as an empty manufacturer field or a generic product name. To resolve this issue, the user can manually edit the hardware model record and provide the missing data, or use the lookup feature to search for a matching record in the content library. Alternatively, the user can create a new content library record for the hardware model and link it to the asset record. Reference: Hardware model normalization
Normalize hardware models
Create a content library record

NEW QUESTION # 123

Under which condition does the Now Platform NOT create an asset automatically?

- A. Model characterization
- B. Data justification
- C. Enforced CI verification
- D. Configuration normalization
- E. Data synching

Answer: B

Explanation:
Explanation
According to the ServiceNow Hardware Asset Management documentation, the Now Platform can create an asset automatically under the following conditions1:

Configuration normalization: When a configuration item (CI) is normalized, the platform creates a corresponding asset if it does not exist.

Enforced CI verification: When an asset is verified, the platform creates a corresponding CI if it does not exist.

Data synching: When an asset or a CI is updated, the platform synchronizes the data between the two records.

Model characterization: When a model is characterized, the platform creates an asset for each CI that belongs to that model.

Data justification is not a condition that triggers automatic asset creation. Data justification is a process of validating and correcting the data quality of assets and CIs2. References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Data justification

NEW QUESTION # 124

With regard to Contract Management notifications, what is the most important contract dale to be aware of?

- A. Extend date
- B. Start date
- C. Renew date
- D. Expire date

Answer: D

Explanation:

Contract Management notifications are sent to contract administrators to remind them of contract expiration dates so they can renew or renegotiate the contract1.

The expire date is the most important contract date to be aware of because it indicates when the contract is no longer valid and the service or product is no longer covered2.

If a contract expires without renewal or extension, it can result in penalties, service downtime, or loss of warranty or maintenance3.

Therefore, the expire date is the most critical date for contract management and should be monitored closely. References:

1: Product Documentation | ServiceNow

2: Contract and renewal management - ServiceNow

3: Hardware Asset Management overview - ServiceNow - Now Support

4: Use a hardware asset request flow - ServiceNow

NEW QUESTION # 125

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