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ServiceNow CIS-HAM Certified Implementation Specialist - Hardware Asset Management 1



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The CIS-HAM certification is highly recognized in the IT industry and is a valuable asset for professionals who want to advance their career in hardware asset management. Certified Implementation Specialist - Hardware Asset Management certification demonstrates the candidate's expertise in managing hardware assets using ServiceNow and validates their skills and knowledge in this area. Certified Implementation Specialist - Hardware Asset Management certification also helps candidates stand out in the job market and increases their chances of getting hired by top companies.

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The CIS-HAM certification is beneficial to IT professionals who want to advance their careers in asset management. By earning this certification, candidates gain a competitive edge in the job market and enhance their career prospects. Moreover, the credential

demonstrates their proficiency in handling hardware assets, and they can help organizations optimize their asset management processes.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q179-Q184):

NEW QUESTION # 179

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

- A. Hardware model
- B. Device type
- C. Lifecycle
- D. Asset tag
- E. Manufacturer
- F. Memory

Answer: A,B,C,E

NEW QUESTION # 180

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

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

Answer: A

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. References:

Asset table - Product Documentation: San Diego - ServiceNow

Hardware Asset Management - Product Documentation: Tokyo - ServiceNow

NEW QUESTION # 181

Which of the following are valid substates of the Retired state? (Choose four.)

- A. Destroyed
- B. Disposed
- C. Donated
- D. Sold

- E. Pending Disposal
- **F. Vendor Credit**

Answer: B,C,D,F

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, the Retired state indicates that the asset is no longer in use and is ready for disposal or reuse. The substates of the Retired state are:

Disposed: The asset has been discarded or recycled.

Donated: The asset has been given away to a charity or a non-profit organization.

Vendor Credit: The asset has been returned to the vendor for a credit or a refund.

Sold: The asset has been sold to a third party.

The substate Pending Disposal is not valid for the Retired state, as it is only available for the states In Stock and In Transit. The substate Destroyed is not valid for the Retired state, as it is only available for the state In Use. References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Setting asset states and substates

NEW QUESTION # 182

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record?

(Choose three.)

- A. Depreciation values
- **B. Disposal information**
- **C. Related CI record**
- **D. Software allocations**
- E. Maintenance contracts

Answer: B,C,D

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a swap/replace asset task is a type of asset task that is used to replace a faulty or damaged asset with a new or refurbished one¹. When an incident is resolved by swapping or replacing an asset, the Incident Management application triggers a swap/replace asset task and assigns it to the asset manager². When the asset manager completes the task, the following fields are automatically updated in the associated asset record³:

Software allocations: The software allocations of the old asset are transferred to the new asset, and the old asset is marked as unallocated.

Related CI record: The related configuration item (CI) record of the old asset is updated with the new asset information, and the old asset is marked as retired.

Disposal information: The disposal information of the old asset is updated with the reason, date, and method of disposal.

The other options, maintenance contracts and depreciation values, are not automatically updated in the associated asset record when a swap/replace asset task is triggered. Maintenance contracts are not affected by the swap/replace operation, as they are linked to the asset model, not the individual asset⁴. Depreciation values are not updated automatically, as they are calculated based on the asset cost, depreciation method, and depreciation schedule⁵. References:

ServiceNow Hardware Asset Management: Asset tasks

ServiceNow Hardware Asset Management: Swap/replace asset task

ServiceNow Hardware Asset Management: Swap/replace asset task workflow

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Depreciation

NEW QUESTION # 183

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios?

(Choose two.)

- **A. Receive one or multiple assets from a purchase order**
- B. Create multiple assets listed on a contract PDF scan
- **C. Create a single asset via barcode scan**

