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This is the online version of the Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) practice test software. It is also very useful for situations where you have free time to access the internet and study. Our web-based Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) practice exam is your best option to evaluate yourself, overcome mistakes, and pass the ServiceNow CIS-HAM Exam on the first try. You will see the difference in your preparation after going through CIS-HAM practice exams.

The CIS-HAM exam is a comprehensive and rigorous exam that covers various topics related to hardware asset management. CIS-HAM exam covers topics such as hardware asset lifecycle management, hardware asset data management, hardware asset compliance management, and hardware asset reporting. CIS-HAM Exam is designed to test the candidate's ability to manage hardware assets using ServiceNow and to ensure that they have the necessary skills and knowledge to do so.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q67-Q72):

NEW QUESTION # 67

How often are the tabs in the Hardware Asset dashboard updated?

- A. Daily based on scheduled job

- B. Hourly
- C. Every 15 minutes
- **D. In real time**

Answer: D

Explanation:

* The Hardware Asset dashboard is a collection of data visualizations that show key metrics on your hardware and consumable models and assets for the entire asset life cycle¹.

* The tabs in the Hardware Asset dashboard are updated in real time, meaning that they reflect the latest data from the Hardware Asset Management application².

* The tabs in the Hardware Asset dashboard are not based on scheduled jobs, hourly intervals, or 15- minute intervals, as these options would not provide the most accurate and up-to-date information on your hardware assets. References: 1: Hardware Asset dashboard - Product Documentation: San Diego - ServiceNow 2: Hardware Asset Management overview - ServiceNow - Now Support

NEW QUESTION # 68

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Device Name
- **B. Device Type**
- **C. Hardware Model Library**
- D. Hardware Normalize Key
- **E. Hardware Manufacturer**

Answer: B,C,E

Explanation:

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

* Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

* Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

* Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

* Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

NEW QUESTION # 69

What is the second tier of the capability blueprint?

- A. Financial management
- **B. Practical management**
- C. Operational integration
- D. Strategic conformance
- E. Trustworthy data

Answer: B

Explanation:

The second tier of the capability blueprint in ServiceNow is Practical Management, focusing on managing operational tasks efficiently while aligning with strategic goals. It bridges the gap between foundational and advanced asset capabilities.
Reference: ITAM Capability Blueprint (ServiceNow ITAM Guide).

NEW QUESTION # 70

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

- A. Contractual
- **B. Relationship**
- C. Lifecycle
- D. Financial
- **E. Operational**

Answer: B,E

Explanation:

* Operational: The current status, performance, availability, and capacity of the CI, as well as any incidents, problems, or changes that affect it.

* Relationship: The dependencies and connections between the CI and other CIs, services, processes, and users.

The information that you would track for an asset includes:

* Financial: The cost, depreciation, ownership, and warranty of the asset, as well as any procurement or disposal activities.

* Lifecycle: The stages and transitions of the asset from request to retirement, as well as any inventory or stock management.

The information that you would not track for a CI versus an asset are:

* Contractual: This information is relevant for both CIs and assets, as it relates to the agreements and obligations between the service provider and the customer or vendor.

* Lifecycle: This information is relevant for both CIs and assets, as it relates to the stages and transitions of the component from request to retirement.

References: 3: Asset and CI management - Product Documentation: San Diego - ServiceNow 2: What is the difference between an Asset and a Configuration Item? 1: [ITIL 4 Foundation] IT Assets vs. Configuration Items (CI's) - CertiBanks

NEW QUESTION # 71

Which of an organization's assets are managed using stockrooms?

- A. Just consumable assets
- B. All disposable assets
- **C. All available stock, consumable or not**
- D. All hardware and software assets

Answer: C

NEW QUESTION # 72

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