

# CIS-HAM Dump Check - Free PDF Quiz ServiceNow Certified Implementation Specialist - Hardware Asset Management Realistic Exam Online



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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) certification exam is designed for professionals seeking to demonstrate their expertise in managing hardware assets using the ServiceNow platform. It is a comprehensive exam that covers a wide range of topics related to hardware asset management, including inventory management, contract management, procurement, and lifecycle management. Certified Implementation Specialist - Hardware Asset Management certification is intended for individuals who work with ServiceNow's ITSM (IT Service Management) platform, specifically in the area of managing hardware assets.

ServiceNow is a cloud-based platform that provides a wide range of IT services to organizations across various industries. The platform provides powerful tools for IT management and automation, making it a popular choice among IT professionals. The ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Exam is designed to test the knowledge and skills of IT professionals in the area of hardware asset management. Certified Implementation Specialist - Hardware Asset Management certification is ideal for professionals who are responsible for managing and maintaining hardware assets in their organization.

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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q15-Q20):

### NEW QUESTION # 15

When transferring non-consumable assets between stockrooms, how must they be transferred?

- A. No more than 10% of the source stockroom's inventory
- B. In sets of two items
- C. As a single entity with a quantity of one
- D. In groups of ten items

**Answer: C**

### NEW QUESTION # 16

What must exist before a consumable can be consumed? (Choose three.)

- A. A model record
- B. A transfer order record
- C. A consumable record
- D. A stock order record
- E. A model category record

**Answer: A,C,E**

Explanation:

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries<sup>1</sup>.

Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow<sup>12</sup>.

A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity<sup>12</sup>.

A model category record specifies the type of consumable, such as office supplies, hardware, or software<sup>12</sup>.

A consumable record tracks the current stock level, location, and status of a consumable<sup>12</sup>.

A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed<sup>13</sup>.

A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed<sup>14</sup>. References: 1: Consumables - Product Documentation:

Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

### NEW QUESTION # 17

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

- A. The software allocations remain with the hardware asset and need to be reclaimed manually.
- B. The behavior is controlled by the configurable system property `glide.ham.retire_reclaim_sw()`.
- C. The behavior is controlled by the configurable system property `glide.ham.retire_sw()`.
- D. The software allocations are removed from the asset, but not returned to inventory.
- E. The software allocations are automatically returned back into inventory.

**Answer: B**

Explanation:

According to the ServiceNow Hardware Asset Management documentation<sup>1</sup>, when a hardware asset is retired, the system property `glide.ham.retire_reclaim_sw()` determines whether the software allocations on that asset are automatically reclaimed or not. If the property is set to true, the software allocations are returned to the inventory. If the property is set to false, the software allocations remain with the hardware asset and need to be reclaimed manually. Reference: 1: Hardware Asset Management - ServiceNow<sup>2</sup>

### NEW QUESTION # 18

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

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

**Answer: A**

Explanation:

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 rules<sup>12</sup>.

Normalization can be performed manually or automatically on models in the model catalog<sup>12</sup>.

If a model has been normalized, it will have a check mark in the Normalized column in the model list<sup>1</sup>.

To revert the normalization of a model, you can use the Revert Normalization UI action, which is available on the model form<sup>13</sup>.

The Revert Normalization UI action will restore the original values of the model attributes that were changed by the normalization process<sup>13</sup>.

The Revert Normalization UI action will also clear the Normalized check mark and the Normalization Source field on the model form<sup>13</sup>. References: 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

### NEW QUESTION # 19

Which view within the Hardware Asset Management Workspace enables Asset Managers to work on features such as RMA request lines, asset audits, disposal orders, and stock orders?

- A. Asset estate
- B. Inventory
- C. Asset operations
- D. Model management

**Answer: C**

Explanation:

The Asset Operations view consolidates tasks such as RMAs, audits, disposals, and stock orders into a single workspace, enabling managers to streamline operations efficiently.

Reference: Hardware Asset Management Workspace Overview (ServiceNow HAM guide).

### NEW QUESTION # 20

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