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



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The ServiceNow CIS-HAM exam is structured as a multiple-choice exam and consists of approximately 60 questions. Candidates have 90 minutes to complete the exam and must achieve a passing score of 70% or higher. CIS-HAM exam is available online and can be taken at any time. To prepare for the exam, candidates can take advantage of ServiceNow's official training courses, study guides, and practice exams. With the CIS-HAM certification, IT professionals can demonstrate their ability to effectively manage hardware assets using ServiceNow and advance their careers in IT operations.

The CIS-HAM Certification Exam is an advanced level exam that evaluates the individual's ability to design, configure, and manage hardware asset management processes on the ServiceNow platform. CIS-HAM exam is designed to test the candidate's knowledge in areas such as asset management, configuration management, discovery, and software asset management. It also tests the candidate's ability to integrate hardware asset management processes with other ServiceNow modules and third-party applications.

## Latest Released ServiceNow New CIS-HAM Test Tutorial - Certified Implementation Specialist - Hardware Asset Management Latest Exam Fee

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### ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q135-Q140):

#### NEW QUESTION # 135

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

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

**Answer: A,D**

#### NEW QUESTION # 136

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

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

**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. References: 1: Hardware Asset Management - ServiceNow<sup>2</sup>

#### NEW QUESTION # 137

Which of these automatic restocking actions are available in baseline? (Choose two.)

- A. Create a new asset from any returned inventory
- B. Create a transfer order to restock from another stockroom
- C. Create a task assigned to stock room manager to contact procurement manager
- D. Create a task assigned to the stock room manager to create a purchase order
- E. Create a transfer order to restock from a vendor

**Answer: B,D**

#### NEW QUESTION # 138

What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

- A. Substate is pre-allocated
- **B. Substate is Available**
- **C. State is In stock or Pending Delivery**
- D. State is In stock
- E. Quantity > stockroom threshold
- **F. Quantity > 0**

**Answer: B,C,F**

#### **NEW QUESTION # 139**

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

- A. Know who is using it
- **B. Track its relationship information**
- C. Manage its license contracts
- D. Manage its retirement
- E. Track its incurred costs

**Answer: B**

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a configuration item (CI) is an entity or thing that you wish to track that is required for the delivery of a service. A CI can be a hardware asset, a software asset, a service, a document, or any other component that is part of the IT infrastructure<sup>1</sup>. A CI is different from an IT asset in that a CI focuses on the technical attributes and relationships of the component, while an IT asset focuses on the financial and contractual aspects of the component<sup>2</sup>.

Therefore, a component is considered a CI as opposed to an IT asset when you want to track its relationship information, such as its dependencies, impacts, and interactions with other CIs. Relationship information helps to manage the configuration and performance of the IT services and to identify and resolve incidents and problems<sup>3</sup>.

The other options are not correct because:

Track its incurred costs: This is a function of an IT asset, not a CI. An IT asset tracks the cost, depreciation, and value of the component, as well as the budget and expenses related to the component<sup>2</sup>.

Manage its retirement: This is also a function of an IT asset, not a CI. An IT asset tracks the status, location, ownership, and history of the component, as well as the events and actions that occur during the asset lifecycle, including its retirement or replacement<sup>2</sup>.

Manage its license contracts: This is another function of an IT asset, not a CI. An IT asset tracks the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the component. Contract management helps to manage the vendor relationships and compliance obligations of the component<sup>2</sup>.

Know who is using it: This is not a specific function of either an IT asset or a CI, but rather a common attribute that can be shared by both. Both an IT asset and a CI can have a user or owner field that indicates who is using or responsible for the component<sup>4</sup>.

Reference:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Configuration Management

ServiceNow Hardware Asset Management: Configuration item (CI)

ServiceNow Hardware Asset Management: Asset and CI fields

#### **NEW QUESTION # 140**

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