

2026 Exam CIS-HAM Tutorial - Realistic Certified Implementation Specialist - Hardware Asset Management Valid Exam Questions



ServiceNow Hardware Asset Management CIS-HAM Real Questions



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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q74-Q79):

NEW QUESTION # 74

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Increases speed of updates
- B. Reduces process cost
- C. Reduces field agent training
- D. Increases data accuracy
- E. Reduces manual intervention

Answer: D,E

Explanation:

Deploying asset tasks during the retirement of an asset means using the ServiceNow Enterprise Asset Workflow Automation feature,

which automates the end-of-life procedures for assets that are no longer needed or functional1.

This feature allows you to flag assets as retired pending disposal, triggering a workflow that verifies the asset condition, determines the disposal method, and saves the disposal certificates1.

The two primary benefits of deploying asset tasks during the retirement of an asset are:

Reduces manual intervention: By automating the retirement process, you can eliminate the need for manual data entry, human errors, and delays. You can also ensure compliance with policies and regulations by following a standardized procedure12.

Increases speed of updates: By using the ServiceNow Agent mobile app, you can scan asset tags and barcodes, update asset status and inventory, and complete asset tasks on the go. This can increase the speed and accuracy of asset updates and reduce the risk of data loss or duplication13. Reference:

1: Enterprise Asset Workflow Automation - ServiceNow

2: Asset and CI management - Product Documentation: San Diego - ServiceNow

3: Enterprise Asset Management - ServiceNow

NEW QUESTION # 75

Which catalog facilitates the ability to source from existing stock?

- A. Vendor Catalog
- B. Product Catalog
- C. Procurement Catalog
- **D. Service Catalog**

Answer: D

Explanation:

Explanation

The Service Catalog provides a user-friendly interface for requesting hardware assets and services from the IT department1 The Service Catalog facilitates the ability to source from existing stock by allowing users to select from a list of available hardware products that are in stock or reserved in a stockroom2 The Service Catalog also enables users to view the status of their requests, track the delivery and return of assets, and report any issues or incidents related to assets1 The Service Catalog is integrated with the Procurement Catalog, which contains the list of hardware products that are currently on order or have been received from vendors3 The Service Catalog is also linked to the Product Catalog, which contains the list of hardware products that are available for purchase from vendors or internal sources4 The Vendor Catalog contains the list of vendors that supply hardware products, but it does not facilitate the ability to source from existing stock References: 1: Service Catalog - ServiceNow 2: [Request hardware assets - ServiceNow] 3: Procurement Catalog - ServiceNow 4: Product Catalog - ServiceNow : Vendor Catalog - ServiceNow

NEW QUESTION # 76

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

(Choose two.)

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

Answer: A,D

Explanation:

* The ServiceNow Agent mobile app allows the user to scan and create assets in ServiceNow in various scenarios123.

* One scenario is to create a single asset via barcode scan. The user can scan the barcode or QR code of an asset and fill in the required fields to create an asset record in ServiceNow1.

* Another scenario is to receive one or multiple assets from a purchase order. The user can scan the barcode or QR code of a purchase order and view the list of assets to be received. The user can then scan

* the assets and confirm the receipt in ServiceNow1.

* The other scenarios, such as creating multiple assets listed on a contract PDF scan or creating a single asset via Name search, are not supported by the ServiceNow Agent mobile app123. References:

* ServiceNow Agent app - Product Documentation: San Diego - Now Support Portal

* Hardware Asset Inventory Management - ServiceNow

* Automation Simplifies Hardware Asset Management - ServiceNow Blog

NEW QUESTION # 77

When should you retire an IT asset?

- A. At any point that it is recommended by your company-defined policies and procedures
- B. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life
- C. At any point it is recommended by the HAM-defined asset disposal procedure
- D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
- E. At any point it is recommended by the HAM-defined asset policy

Answer: A

Explanation:

The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner¹.

The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements¹.

The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following¹:

The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

The other options are not the correct answer because they are either too vague or too specific:

A). At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management². It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

C). At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor³. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.

D). When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service: This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models⁴. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.

E). When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life: This is also too specific, for the same reasons as option D. References:

1: Hardware Asset Retirement

2: Hardware Asset Policy

3: Hardware Asset Disposal

4: Hardware Content Service Lifecycle

NEW QUESTION # 78

You may adjust a contract when it is in which of the following states? (Choose two.)

- A. Active
- B. Expired
- C. Extended
- D. Canceled
- E. Renewed

Answer: A,B

NEW QUESTION # 79

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