

# ServiceNow CIS-HAM Exam Success | Exam CIS-HAM Consultant

The graphic is a table with a dark green background and white text. The title 'ServiceNow CIS-HAM Exam Summary:' is in yellow. The table lists exam details: Vendor (ServiceNow), Exam Code (CIS-HAM), Full Exam Name (ServiceNow Certified Implementation Specialist - Hardware Asset Management), Number of Questions (60), Sample Questions (with a link), Practice Exam (with a link), Passing Score (Pass / Fail), Time Limit (90 Minutes), and Exam Fee (USD \$450). A footer at the bottom says 'Easy and Guaranteed Success with ProcessExam.com'.

ServiceNow CIS-HAM Exam Summary:	
Vendor	ServiceNow
Exam Code	CIS-HAM
Full Exam Name	ServiceNow Certified Implementation Specialist - Hardware Asset Management
Number of Questions	60
Sample Questions	<a href="#">ServiceNow CIS-HAM Hardware Asset Management Exam Sample Questions and Answers</a>
Practice Exam	<a href="#">ServiceNow Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) Practice Test</a>
Passing Score	Pass / Fail
Time Limit	90 Minutes
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The PDFBraindumps wants to win the trust of Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam candidates at any cost. To fulfill this objective the PDFBraindumps is offering top-rated and real CIS-HAM exam practice test in three different formats. These ServiceNow CIS-HAM exam question formats are PDF dumps, web-based practice test software, and web-based practice test software. All these three PDFBraindumps exam question formats contain the real, updated, and error-free ServiceNow CIS-HAM Exam Practice test.

ServiceNow is a cloud-based platform that enables organizations to manage their IT services and infrastructure. Certified Implementation Specialist is a ServiceNow certification that demonstrates a professional's knowledge and expertise in implementing and configuring ServiceNow solutions. One of the key areas of ServiceNow is Hardware Asset Management, which helps organizations manage and control their hardware assets, such as computers, printers, and servers. The ServiceNow CIS-HAM certification is a specialist-level certification that focuses on Hardware Asset Management implementation and configuration.

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.

The CIS-HAM Exam covers a range of topics that include hardware asset tracking, lifecycle management, procurement, and contract management. Individuals who take the exam must have a comprehensive understanding of these topics and their relevance to hardware asset management. Certified Implementation Specialist - Hardware Asset Management certification also requires individuals to have practical experience with ServiceNow, making it an ideal credential for ServiceNow administrators and developers.

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## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q16-Q21):

### NEW QUESTION # 16

Which is NOT a component of a hardware asset's lifecycle?

- A. Procure
- **B. Consume**
- C. Receive
- D. Request
- E. Dispose

**Answer: B**

Explanation:

According to the ServiceNow Hardware Asset Management documents, a hardware asset's lifecycle consists of the following stages: Procure, Receive, Deploy, Maintain, and Dispose<sup>1</sup>. These stages correspond to the options A, D, and E in the question. The option B, Request, is also a valid stage in the hardware asset management process, as it involves identifying the hardware needs and initiating the procurement process<sup>2</sup>. However, the option C, Consume, is not a component of a hardware asset's lifecycle, as it is not mentioned in the ServiceNow documents. Consume is more relevant to software assets, which are used or consumed by end-users or applications<sup>3</sup>. Therefore, the correct answer is C. Consume. Reference:

ServiceNow Hardware Asset Management landing page

ServiceNow Hardware Asset Management overview

ServiceNow Software Asset Management overview

### NEW QUESTION # 17

Which role allows you to allocate a resource?

- A. it\_project\_user
- **B. resource\_manager**
- C. business\_stakertolder
- D. resource\_user

**Answer: B**

Explanation:

According to the ServiceNow Hardware Asset Management documents, the role that allows you to allocate a resource is the resource\_manager role<sup>1</sup>.

The resource\_manager role is a role that grants the user the ability to manage resources, such as hardware assets, consumables, and stockrooms, and to perform tasks related to resource allocation, reservation, transfer, and audit<sup>1</sup>.

The other roles that are not the correct answer are:

A) resource\_user: This is a role that grants the user the ability to view and request resources, such as hardware assets and consumables, from the service catalog or the mobile app<sup>2</sup>.

B) it\_project\_user: This is a role that grants the user the ability to view and participate in IT projects, such as hardware asset refresh projects, and to track the progress, costs, and risks of the projects<sup>3</sup>.

C) business\_stakeholder: This is a role that grants the user the ability to view and provide feedback on the business services and outcomes that are supported by the IT assets and resources<sup>4</sup>. Reference:

1: Resource Manager Role

2: Resource User Role

3: IT Project User Role

4: Business Stakeholder Role

### NEW QUESTION # 18

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

- A. Mobile My Assets
- **B. Hardware Model Normalization**
- C. Stockrooms
- **D. Hardware Asset Dashboard**
- **E. Mobile Asset Receiving**
- F. Asset Inventory Audit

- G. Asset & Model Records

**Answer: B,D,E**

Explanation:

According to the Hardware Asset Management page, the HAM application includes the following features: Hardware Asset Workspace, Hardware Normalization, Asset Lifecycle Automation, Return Merchandise Authorization, Asset Reservations, Asset Onboarding and Offboarding, Mobile Asset Receiving, Mobile My Locker, Asset Inventory Audit, and Hardware Asset Dashboard.

Among these features, Mobile Asset Receiving, Hardware Model Normalization, and Hardware Asset Dashboard are the ones that expand the baseline ITSM Asset Management, which only covers Asset & Model Records and Stockrooms.

Mobile Asset Receiving allows users to receive multiple assets against a purchase order using a mobile device, which simplifies the asset receiving process and reduces errors.

Hardware Model Normalization standardizes asset data by manufacturer name, model name, and model number, which improves data quality and accuracy in the CMDB.

Hardware Asset Dashboard provides a comprehensive view of hardware asset data, such as asset counts, costs, compliance, and lifecycle stages, which helps users make informed decisions and optimize asset performance. Reference:

Hardware Asset Management

What is Hardware Asset Management?

[Hardware Asset Management - ServiceNow Docs]

### NEW QUESTION # 19

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

- A. Replacement parts
- B. Storage costs
- C. Maintenance agreements
- D. Warranty costs

**Answer: A,C**

Explanation:

Operational expenses are the costs incurred by an organization to maintain and use an asset throughout its lifecycle. These costs include the expenses related to the repair, maintenance, upgrade, and disposal of the asset. Some examples of operational expenses are:

\* Replacement parts: These are the costs of purchasing and installing new parts or components for an asset that is damaged, worn out, or obsolete. For example, replacing a hard drive, a battery, or a keyboard for a laptop.

\* Maintenance agreements: These are the costs of contracting with a vendor or a service provider to perform regular or preventive maintenance on an asset. For example, paying a monthly fee for a technician to check and service a printer or a scanner.

Other examples of operational expenses are:

\* Storage costs: These are the costs of renting or owning a space to store an asset that is not in use or awaiting disposal. For example, paying for a warehouse, a locker, or a shelf to keep unused or surplus computers or monitors.

\* Warranty costs: These are the costs of extending or renewing the warranty coverage for an asset that is still under the manufacturer's warranty or has expired. For example, paying an extra fee for a one-year or a three-year warranty extension for a tablet or a smartphone.

References:

\* Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

\* Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

\* Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application.

### NEW QUESTION # 20

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

- A. Name, Asset tracking unit, Model number
- B. Asset tracking unit, Manufacturer, Model category



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