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CIS-HAM Certification Exam: Comprehensive Guide to Hardware Asset Management

Exam Code: CIS-HAM

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Question: 1

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

A. The model name is missing from the hardware model record.
B. The model number is missing from the hardware model record.
C. The model product is missing from the hardware model record.
D. The model manufacturer is missing from the hardware model record.

Answer: C

Explanation:

Question: 2

What information should be tracked in an asset record? (Choose two.)

A. Physical resources
B. Financial information
C. Operational details
D. Contractual information

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Upon passing the CIS-HAM Exam, individuals will receive the ServiceNow Certified Implementation Specialist - Hardware Asset Management certification. Certified Implementation Specialist - Hardware Asset Management certification demonstrates to employers and peers that the individual has a deep understanding of hardware asset management principles and practices and is capable of configuring and managing hardware assets within the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification is valid for two years and can be renewed by passing a recertification exam or completing continuing education credits.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q46-Q51):

NEW QUESTION # 46
Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

- A. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- B. Integrates with business services via the Service Catalog from request through to disposal
- C. Leverages Service Mapping to predict service impact
- D. Provides input into, aligns with, and follows corporate governance
- E. Improves application privacy and security adherence

Answer: B,C,D

NEW QUESTION # 47
The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

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

Answer: B,C,G

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. References:
Hardware Asset Management
What is Hardware Asset Management?
[Hardware Asset Management - ServiceNow Docs]

NEW QUESTION # 48
What is an attribute that will remain unchanged throughout the life of the asset?

- A. CPU type
- B. Serial number
- C. Operating system
- D. Memory

Answer: D

NEW QUESTION # 49

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

- A. Manufacturer
- B. Name
- C. Asset tag
- D. Display name
- E. Model number

Answer: E

Explanation:
According to the Hardware Asset Management documentation, the hardware model normalization process is a process of comparing the model data in the ServiceNow platform with the data from the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.
The hardware model normalization process helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates1.
The hardware model normalization process assigns a status to each hardware model, such as Fully Normalized, Partially Normalized, Match Not Found, or Not Normalized1.
The status of Fully Normalized means that the hardware model data in the ServiceNow platform matches the data from the Content Library, indicating a complete and accurate model record1.
The status of Partially Normalized means that the hardware model data in the ServiceNow platform partially matches the data from the Content Library, indicating a missing or incorrect model field1.
In order for a hardware model to be fully normalized rather than partially normalized, the hardware model record must have the following fields populated correctly1:
Manufacturer: The name of the company that produces the hardware product.
Name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10.
Model number: The unique identifier of the hardware product, such as 210-AFZC or 875671-B21.
Therefore, the correct answer is option E, model number, as it is the field that is required in the hardware model record for full normalization.

NEW QUESTION # 50

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

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

Answer: D

Explanation:
* According to the Hardware Asset Management documentation, non-consumable assets are assets that are not depleted or used up when they are applied or consumed, such as laptops, monitors, or routers.
* Non-consumable assets are tracked individually in the ServiceNow platform, and each asset has a unique asset tag and serial number.
* When transferring non-consumable assets between stockrooms, they must be transferred as a single entity with a quantity of one, as stated in the Hardware Asset Management documentation:
"Non-consumable assets are transferred as a single entity with a quantity of one. For example, a laptop is transferred as a single entity with a quantity of one."
* Therefore, the correct answer is option C, as a single entity with a quantity of one. References:
* Hardware Asset Management documentation
* What is Hardware Asset Management?

NEW QUESTION # 51

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