

Quiz 2026 CIS-HAM: Certified Implementation Specialist - Hardware Asset Management–Professional Practice Exam Fee



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The CIS-HAM certification is ideal for IT professionals who work with hardware assets in their organizations, including procurement managers, IT asset managers, hardware deployment specialists, and IT operations managers. Certified Implementation Specialist - Hardware Asset Management certification helps professionals to gain a deep understanding of the ServiceNow platform's capabilities and how to leverage them to manage hardware assets effectively.

ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) certification exam is designed to test the knowledge and skills of individuals who are responsible for managing hardware assets within a ServiceNow instance. CIS-HAM Exam is targeted towards professionals who are involved in asset management, procurement, and IT operations. Certified Implementation Specialist - Hardware Asset Management certification exam covers a wide range of topics related to hardware asset management, including asset tracking, procurement, lifecycle management, and compliance.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q62-Q67):

NEW QUESTION # 62

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

- A. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
- B. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your

ServiceNow instance.

- C. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.
- D. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.

Answer: A

Explanation:

According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization.

The asset audit results show the status of each scanned asset, such as "Scanned and expected", "Scanned and not expected", "Expected and not scanned", or "Not expected and not scanned".

The status of "Scanned and expected" means that the asset was both expected to be in the inventory and scanned during the audit, indicating a match between the physical and the logical inventory.

Therefore, if you receive the result of 10 "Scanned and expected" assets, it means that you expected 10 assets in your inventory and scanned these 10 assets during your audit, as stated in option B. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION # 63

When sourcing a requested item from a supplier using the catalog task form to create a purchase order, the catalog item must be available in:

- A. Supplier Catalog
- **B. Vendor Catalog**
- C. Product Catalog
- D. Inventory Catalog

Answer: B

NEW QUESTION # 64

What are ways to measure trustworthy data? (Choose four.)

- A. Sustainability
- B. Transferability
- **C. Reliability**
- **D. Credibility**
- **E. Dependability**
- **F. Plausibility**

Answer: C,D,E,F

Explanation:

Explanation

Trustworthy data is data that is accurate, complete, consistent, and relevant for the intended purpose. To measure trustworthy data, you can use the following criteria:

Plausibility: Plausibility is the degree to which the data makes sense and is reasonable. Plausible data is free from errors, outliers, and anomalies that could indicate data quality issues or manipulation.

Credibility: Credibility is the degree to which the data is believable and trustworthy. Credible data is sourced from reliable and authoritative sources, verified by multiple methods, and supported by evidence and documentation.

Dependability: Dependability is the degree to which the data is stable and consistent over time and across different contexts.

Dependable data is not affected by changes in the environment, the system, or the process that generates or collects the data.

Reliability: Reliability is the degree to which the data is reproducible and consistent. Reliable data is obtained by using valid and reliable methods, tools, and techniques, and produces the same results when repeated or replicated.

References: ServiceNow Hardware Asset Management Data Sheet, ServiceNow Hardware Asset Management: Your Path to Efficiency, What is Hardware Asset Management?

NEW QUESTION # 65

For a model to be fully normalized, what must be added to the model record?

- A. Owner
- **B. Manufacturer**
- C. Version
- D. Model number

Answer: B

NEW QUESTION # 66

After installing the Hardware Asset Management (HAM) plugin, how do you update it when new versions become available?

- **A. On your instance, filter on application updates, then request an update from HI**
- B. Check the HI portal for updates and request an update
- C. On your instance, filter on application updates, then click Update
- D. Run scheduled job, HAM Check for Updates, and request an update
- E. The HI portal team automatically updates as new versions become available

Answer: A

Explanation:

To update the Hardware Asset Management plugin, you need to have the admin role on your instance.

On your instance, navigate to System Applications > Applications > All Available Applications.

In the Filter navigator, enter application updates and press Enter.

In the list of available updates, find the Hardware Asset Management plugin and click the Request Update button.

A dialog box appears, asking you to confirm the request. Click OK.

The request is sent to the HI portal team, who will review it and approve it if there are no conflicts or dependencies.

Once the update is approved, you will receive an email notification with a link to install the update on your instance.

Follow the instructions in the email to complete the installation process.

After the installation is complete, you can verify the plugin version by navigating to System Applications > Applications > Installed and finding the Hardware Asset Management plugin in the list. References:

Configuring Hardware Asset Management Workspace

Hardware Asset Management

Use a hardware asset request flow

Hardware Asset Refresh - how to determine if an asset is eligible for refresh

NEW QUESTION # 67

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