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In this cut-throat competitive world of ServiceNow, the ServiceNow CIS-HAM certification is the most desired one. But what creates an obstacle in the way of the aspirants of the Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) certificate is their failure to find up-to-date, unique, and reliable Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) practice material to succeed in passing the ServiceNow CIS-HAM certification exam.

ServiceNow is a cloud-based software solution enabling digital transformation for businesses across the globe. It offers a broad range of enterprise-level tools that automate workflows, enhance productivity, and optimize decision-making processes. Among its various modules, ServiceNow offers a special focus on asset management, particularly hardware asset management. The CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) exam sets a standardized benchmark for IT professionals to demonstrate their proficiency in implementing ServiceNow's hardware asset management module.

>> New CIS-HAM Test Sample <<

Prepare for Your ServiceNow CIS-HAM Exam with Confidence Using

Are you aware of the importance of the CIS-HAM certification? If your answer is not, you may place yourself at the risk of be

eliminated by the labor market. Because more and more companies start to pay high attention to the ability of their workers, and the CIS-HAM Certification is the main reflection of your ability. And our CIS-HAM exam question are the right tool to help you get the certification with the least time and efforts. Just have a try, then you will love them!

The CIS-HAM exam is designed to test a candidate's knowledge and skills in the areas of hardware asset management, including hardware asset lifecycle management, asset discovery and inventory, asset tracking and maintenance, and asset disposal and retirement. CIS-HAM exam is designed to measure a candidate's ability to configure and implement hardware asset management processes using ServiceNow's IT service management platform.

ServiceNow CIS-HAM Certification Exam is conducted online and consists of 60 multiple-choice questions. Candidates have 90 minutes to complete the exam, and they must achieve a passing score of 70% or higher to earn the certification. CIS-HAM exam fee is $150, and candidates can take the exam at any time from their own computer.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q23-Q28):

NEW QUESTION # 23
What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Outbound Tracking (com.glide.outbound_tracking)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Hardware Model Normalization (com.sn_hwnorm)
- D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Answer: D

Explanation:
* The Normalization Data Services Client plugin enables you to use the Normalization Data Services (NDS) to provide consistent, good, clean data for the company names of vendors or manufacturers12.
* The NDS is a cloud-based service that provides a comprehensive and up-to-date list of canonical company names for vendors and manufacturers, as well as other data such as product categories, models, and versions12.
* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes12.
* The NDS integrates with the Hardware Model Normalization plugin, which standardizes the details of your hardware models by comparing them with the data from the Hardware Model Normalization Content Service13.
* Therefore, the correct answer is D. Normalization Data Services Client (com.glide.
data_services_canonicalization.client), as this is the plugin that offers consistent, good, clean data for the company names of vendors or manufacturers.
References: 1: Normalization Data Services Client - Product Documentation: Tokyo - ServiceNow 2:
Normalization Data Services - ServiceNow 3: Hardware Model Normalization - Product Documentation:
Tokyo - ServiceNow

NEW QUESTION # 24
What is the difference between ITAM personas and ITAM Roles? (Choose four.)

- A. A user may have multiple roles, but a single persona
- B. A user may have multiple roles and personas
- C. Roles control access to features in the product
- D. Roles represent types of users of the product
- E. Personas control access to features in the product
- F. Personas represent types of users of the product

Answer: A,B,C,F

Explanation:
According to the ServiceNow Hardware Asset Management documentation, ITAM personas and ITAM roles are different concepts that relate to the types and access of users of the product. The difference between them are as follows:
ITAM personas are user profiles that represent the typical users of the ITAM product and their business needs. They are not tied to any specific role or permission, but rather describe the goals, challenges, and expectations of the users. For example, some of the ITAM personas are IT Asset Manager, IT Asset Analyst, IT Procurement Manager, and IT Finance Manager1.
ITAM roles are access controls that determine what features and functions a user can access in the ITAM product. They are

assigned to users or groups based on their responsibilities and tasks. They can also be combined to grant multiple levels of access to a user. For example, some of the ITAM roles are asset, asset_admin, asset_tagging, and procurement2.

Therefore, a user may have multiple roles, but a single persona (A), roles control access to features in the product (B), personas represent types of users of the product , and a user may have multiple roles and personas (F) are the correct statements that describe the difference between ITAM personas and ITAM roles. Reference:

1: ITAM personas 2: ITAM roles

NEW QUESTION # 25
What minimum role is required in order to use the Hardware Asset dashboard?

- **A. ham_user**
- B. asset_manager
- C. ham_admin
- D. asset
- E. inventory_admin

Answer: A

Explanation:

According to the ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path, the Hardware Asset dashboard is a feature that shows key metrics on your hardware and consumable models and assets for the entire asset life cycle.

The Hardware Asset dashboard is available with the Hardware Asset Management (HAM) application, which is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets1.

To access the Hardware Asset dashboard, you need to have the ham_user role, which is the minimum role required to use the HAM application1.

The ham_user role grants you the permission to view and update hardware and consumable assets, transfer orders, disposal orders, and RMA requests1.

Therefore, the correct answer is option C, ham_user, as it is the minimum role required to use the Hardware Asset dashboard.

References:

ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path Hardware Asset Management documentation What is Hardware Asset Management?

NEW QUESTION # 26
When should you retire an IT asset?

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

Answer: E

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 # 27
Which of the following are valid contract states during a contract's lifecycle? (Choose four.)

* A. Expired
* B. Renewed
* C. Draft
* D. Renegotiated
* E. Active
* F. Extended
* G. Canceled

Answer: A,C,E,G

Explanation:
Explanation
A contract is a record that defines the terms and conditions of an agreement between your organization and a vendor or a manufacturer12.
A contract has a state field that indicates the current status of the contract in its lifecycle12.
The valid contract states are12:
Draft: The contract is being created or edited and has not been finalized or approved yet.
Canceled: The contract has been canceled before it became active or expired.
Active: The contract is in effect and the terms and conditions are being fulfilled by both parties.
Expired: The contract has reached its end date and is no longer valid or enforceable.
Therefore, the correct answer is A. Draft, B. Canceled, E. Active, and G. Expired, as these are the valid contract states during a contract's lifecycle.
References: 1: Contract and renewal management - ServiceNow 2: Contract Management - Product Documentation: Tokyo - ServiceNow

NEW QUESTION # 28
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