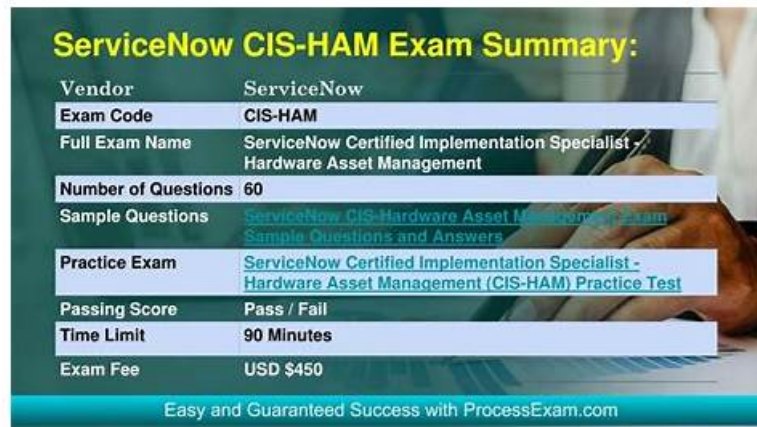


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The graphic is a table with a dark green background and white text. It lists exam details for ServiceNow CIS-HAM. At the bottom, there is a teal banner with white text.

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	ServiceNow CIS-HAM Hardware Asset Management Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) Practice Test
Passing Score	Pass / Fail
Time Limit	90 Minutes
Exam Fee	USD \$450

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The CIS-HAM exam is a comprehensive evaluation of an individual's knowledge and skills related to hardware asset management. CIS-HAM exam consists of 60 multiple-choice questions that must be completed within 90 minutes. The passing score for CIS-HAM exam is 70%, and the exam fee is \$150. Achieving the CIS-HAM Certification requires passing CIS-HAM exam and meeting the prerequisites, which include completing the Hardware Asset Management Fundamentals course and having at least six months of experience working with the ServiceNow platform.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q29-Q34):

NEW QUESTION # 29

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. alm_asset
- B. No migration is required
- C. cmdb_model_category
- D. alm_hardware

Answer: C

NEW QUESTION # 30

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

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

Answer: A,B,C

NEW QUESTION # 31

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from. They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

- A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true
- B. Make a show/hide UI action to show only the desired CIs to the itil users
- C. Create an Access control to hide the unnecessary CIs from the itil users
- D. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted

Answer: D

Explanation:

To exclude certain types of CIs from the CI lists on the Incident, Problem, and Change forms, you can use the Principal CI class checkbox, which is available on the Class Manager module under Configuration¹.

The Principal CI class checkbox allows you to specify which CI classes are considered as principal CIs, meaning they are the most relevant and important CIs for the business services and processes¹. By default, only the CI classes that have this checkbox selected are displayed on the CI lists on the Incident, Problem, and Change forms².

To use this feature, you need to navigate to the Class Manager module, select the CI class that you want to exclude or include, and check or uncheck the Principal CI class checkbox accordingly¹. You can also use the Filter option to search for the CI classes by name or label¹.

The other options are not recommended or valid ways to exclude certain types of CIs from the CI lists. Adding a Show field to the base cmdb table would require modifying the table schema and creating a reference qualifier, which could affect the performance and integrity of the CMDB³. Creating an Access control to hide the unnecessary CIs from the itil users would require defining the conditions and roles for the access rule, which could be complex and error-prone⁴. Making a show/hide UI action to show only the desired CIs to the itil users would require creating a custom script and UI element, which could be incompatible with the existing UI and functionality. References: 1: Principal configuration item classes 2: Configuration item lists 3: CMDB table schema 4: Access control rules : [UI actions]

NEW QUESTION # 32

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

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

Answer: C

Explanation:

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 # 33

Which are valid hardware model lifecycle phases?

Choose 3 answers

- A. General Availability
- B. End of Subscription
- C. Pre-release
- D. Beta
- E. Upgrade
- F. End of Life

Answer: A,C,F

Explanation:

According to the ServiceNow Hardware Asset Management documentation, hardware model lifecycle phases are the stages that a hardware model goes through from its introduction to the market to its retirement. The valid hardware model lifecycle phases are:

*Pre-release: The hardware model is not yet available for purchase, but it is planned to be released in the future.

*General Availability: The hardware model is available for purchase and supported by the manufacturer.

*End of Life: The hardware model is no longer available for purchase or supported by the manufacturer.

*Disposal: The hardware model is disposed of or recycled.

NEW QUESTION # 34

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