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ServiceNow CIS-HAM Certified Implementation Specialist - Hardware Asset Management

Questions & Answers PDF
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The CIS-HAM Certification is suitable for IT professionals who are responsible for managing hardware assets in their organization. Certified Implementation Specialist - Hardware Asset Management certification can be beneficial for IT asset managers, IT operations managers, IT procurement managers, and IT service desk analysts. By obtaining this certification, individuals can demonstrate their expertise in implementing and managing hardware asset management processes using the ServiceNow platform.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q35-Q40):

NEW QUESTION # 35

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To move transfer order lines from one stage to another
- B. To move transfer orders from one stage to another
- C. To automate reordering of consumables as they are consumed by users
- D. To help track the total number of assets moved from one stockroom to another
- E. To help track service levels and the time frame needed to complete a transfer order

Answer: A,E

Explanation:

According to the ServiceNow Product Documentation on Transfer Orders¹, transfer orders are records that define the movement of assets from one stockroom to another¹. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets¹. According to the ServiceNow Product Documentation on Transfer Order Line Tasks², transfer order line tasks are records that define the actions that need to be performed for each transfer order line². A transfer order line is a record that defines the quantity and model of the assets that are being transferred¹.

The main purposes of transfer order line tasks are²:

To help track service levels and the time frame needed to complete a transfer order: Transfer order line tasks have a due date and a state that indicate the progress and completion of the transfer order line. They also have a priority and an assignment group that determine the urgency and the responsibility of the transfer order line. These fields help users to monitor and manage the service levels and the time frame needed to complete a transfer order.

To move transfer order lines from one stage to another: Transfer order line tasks have a type that defines the action that needs to be performed for the transfer order line, such as pick, pack, ship, or receive. As transfer order line tasks are completed, the transfer order line moves from one stage to another, such as requested, in transit, or received. These stages reflect the status and location of the assets that are being transferred.

Reference:

1: ServiceNow Product Documentation: Transfer Orders

2: ServiceNow Product Documentation: Transfer Order Line Tasks

NEW QUESTION # 36

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Device Type
- B. Hardware Manufacturer
- C. Device Name
- D. Hardware Normalize Key
- E. Hardware Model Library

Answer: A,B,E

Explanation:

Explanation

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

NEW QUESTION # 37

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)

- A. Scamed and not expected
- B. Scamed
- C. New
- D. Not found
- E. Expected and not found
- F. Scanned and expected

Answer: A,C,E,F

Explanation:

<https://docs.servicenow.com/bundle/utah-it-asset-management/page/product/hardware-asset-management/reference/audit-results.html>

NEW QUESTION # 38

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. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted
- B. Create an Access control to hide the unnecessary CIs from the itil users
- C. 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
- D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: A

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 label.

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]

