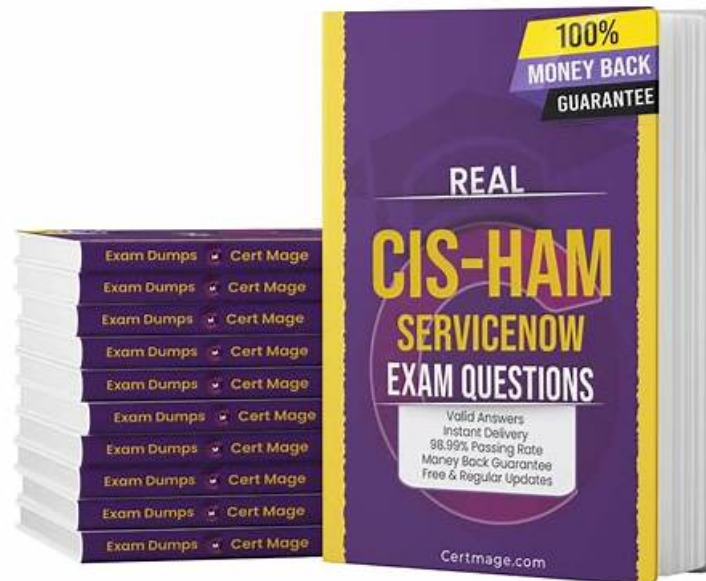


CIS-HAM Reliable Exam Tips, Exam CIS-HAM Dump



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The CIS-HAM Exam covers a range of topics that include hardware asset tracking, lifecycle management, procurement, and contract management. Individuals who take the exam must have a comprehensive understanding of these topics and their relevance to hardware asset management. Certified Implementation Specialist - Hardware Asset Management certification also requires individuals to have practical experience with ServiceNow, making it an ideal credential for ServiceNow administrators and developers.

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The ActualtestPDF is one of the leading platforms that has been offering real and valid Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam practice test questions. These Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam questions are designed and verified by ServiceNow CIS-HAM subject matter experts. They work closely together and put all their expertise to check the ServiceNow CIS-HAM exam questions one by one.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q17-Q22):

NEW QUESTION # 17

What core sets of data are required for effective IT asset management?

Choose 4 answers

- A. Manufacturers

- B. Users
- C. Locations
- D. Relationships
- E. Projects
- F. Models

Answer: A,B,C,F

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the core sets of data required for effective IT asset management are:

- * Manufacturers: The companies that produce the hardware assets, such as Dell, HP, Cisco, etc.
- * Locations: The physical places where the hardware assets are stored or used, such as offices, data centers, warehouses, etc.
- * Users: The people who own, use, or manage the hardware assets, such as employees, customers, vendors, etc.
- * Models: The specific types or categories of hardware assets, such as laptops, servers, routers, etc.

NEW QUESTION # 18

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 90 days before
- B. Day of expiration
- C. 1 week before
- D. 10 days before
- E. 60 days before
- F. 30 days before

Answer: A,B,E,F

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management overview document¹, the lease contract expiration flow sends notifications to the contract administrator before a lease contract expires and helps them act on the leased assets to return the asset or extend the contract.

According to the ServiceNow Elite blog post on contract management², when the contract.expiration event runs on the Contract [ast.contract] table each night, an email message is sent to the person identified as the contract administrator at the following times:

- 90 days ahead of the contract expiration date
- 60 days ahead of the contract expiration date
- 30 days ahead of the contract expiration date
- Day of expiration

Therefore, the correct answer is C, D, E, and F.

References:

- 1: Hardware Asset Management overview - ServiceNow - Now Support
- 2: Contract and renewal management - ServiceNow
- 3: Contract Management - ServiceNow Elite
- 4: Email notification condition for contract expiration - ServiceNow

NEW QUESTION # 19

For advanced risk assessment, risk response can be handled in the following ways: (Choose two.)

- A. Must create at least one risk response task
- B. Create multiple risk response tasks Most Voted
- C. Skipped entirely based on attributes defined in the RAM
- D. Must create a mitigation response task

Answer: A,B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)¹. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework². The advanced risk assessment process consists of the following steps¹:

- * Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.
- * Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.
- * Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.
- * Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.
- * Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.
- * Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

- * Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party³.
- * Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system³.

The other options are not correct because:

- * Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope¹. The RAM does not determine whether to skip the risk response or not.
- * Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept³.

References:

- * ServiceNow Hardware Asset Management: Advanced Risk Assessment
- * ServiceNow Hardware Asset Management: Risk response tasks
- * ServiceNow Hardware Asset Management: ServiceNow Risk Management

NEW QUESTION # 20

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

- A. Certificate of retirement
- B. Certificate of decommission
- **C. Certificate of disposal**
- D. Certificate of destruction
- E. Certificate of discharge

Answer: C

Explanation:

- * When disposing of an IT asset through a vendor, the asset manager should attach a certificate of destruction to the retired asset's record¹.
- * A certificate of destruction is a document that verifies that the asset has been destroyed in a secure and compliant manner by the vendor¹.
- * A certificate of destruction should include information such as the asset tag, serial number, model, manufacturer, date of

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