

Certified Implementation Specialist - Hardware Asset Management Exam Simulator - CIS-HAM Free Demo & CIS-HAM Training Pdf



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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q181-Q186):

NEW QUESTION # 181

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

- A. Now Onboarding app
- B. Now Agent Mobile app
- C. Now Mobile app
- D. Now My Assets app

Answer: B

NEW QUESTION # 182

What happens to the consumable's asset record after it has been consumed?

- A. The record is removed from the system
- B. The record is marked inactive but remains in the system
- **C. The record remains in the system for reporting purposes only**
- D. The record state is set to in use

Answer: C

NEW QUESTION # 183

Which single view of the Hardware Asset Workspace provides a consolidated set of quick links to manage model normalization, asset requests, transfer orders, stock orders, refresh requests, and disposal orders?

- **A. Asset operations**
- B. Procurement
- C. Hardware asset overview
- D. Inventory
- E. Asset estate

Answer: A

NEW QUESTION # 184

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufacturers and product names?

- A. Display name
- B. Asset tag
- C. Asset tracking unit
- **D. Model number**
- E. Model category

Answer: D

Explanation:

* Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of their hardware and consumable models¹.

* Hardware model normalization uses the data from the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized information for thousands of hardware models¹.

* The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number².

* The model number is a unique identifier for a specific product or model that is assigned by the manufacturer². It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services²³.

* Hardware model normalization compares the model number of the model record with the model number of the Hardware Model Normalization Content Service record and updates the model record with the normalized information, such as display name, manufacturer, product, and device type¹².

* The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display name, the model category, and

* the asset tracking unit are either not unique or not based on the UNSPSC.

References:

* 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow

* 2: Hardware Asset Management overview - ServiceNow - Now Support

* 3: Product Documentation | ServiceNow

* 4: Automation Simplifies Hardware Asset Management - ServiceNow Blog

