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ServiceNow CIS-HAM Certification is a valuable asset to have for professionals working in IT asset management, procurement, and vendor management. Certified Implementation Specialist - Hardware Asset Management certification demonstrates their expertise in the ServiceNow platform and their ability to implement efficient and effective hardware asset management processes. Certified Implementation Specialist - Hardware Asset Management certification is globally recognized and can help individuals stand out in a competitive job market and advance their career.

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ServiceNow is a leading platform for digital workflows that helps organizations streamline their operations and improve business efficiency. With its wide range of modules and tools, ServiceNow provides a comprehensive solution for managing various aspects of IT service management, including asset management. The Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam is a certification program that validates an individual's expertise in managing hardware assets using the ServiceNow platform.

Earning the CIS-HAM certification demonstrates a person's proficiency in managing hardware assets using the ServiceNow platform. Certified Implementation Specialist - Hardware Asset Management certification provides an excellent opportunity for professionals to enhance their career prospects and unlock new job opportunities. Certified professionals can work as IT asset managers, hardware asset managers, or ServiceNow administrators in various organizations. Additionally, earning the CIS-HAM Certification differentiates a person from other IT professionals and validates their expertise in hardware asset management.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q67-Q72):

### NEW QUESTION # 67

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

- A. Hardware Model Normalization (com.sn\_hwnorm)
- **B. Normalization Data Services Client (com.glide.data\_services\_canonicalization.client)**
- C. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- D. Outbound Tracking (com.glide.outbound\_tracking)

**Answer: B**

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 manufacturers<sup>12</sup>.

\* 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 versions<sup>12</sup>.

\* The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes<sup>12</sup>.

\* 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 Service<sup>13</sup>.

\* 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 # 68

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?

- **A. Name, Manufacturer, Model number**
- B. Asset tracking unit, Manufacturer, Model number
- C. Asset tracking unit, Manufacturer, Model category
- D. Name, Asset tracking unit, Model number
- E. Name, Device type, Model category

**Answer: A**

Explanation:

Explanation

To perform hardware model normalization, you need to use the Hardware Model Normalization Content Service, which is a data service that provides standardized information about hardware models from various manufacturers. You can access this service from the Hardware Model Normalization module under Asset Management. To set the normalized display name for a hardware model, you need to use the following three fields from the hardware model record:

Name: This is the name of the hardware model as it appears in the model catalog or the CMDB. For example, "iPhone 12 Pro".

Manufacturer: This is the name of the manufacturer of the hardware model. For example, "Apple".

Model number: This is the unique identifier of the hardware model assigned by the manufacturer. For example, "A2341".

The normalized display name is a combination of these three fields, separated by commas. For example, "iPhone 12 Pro, Apple, A2341". The normalized display name helps you to easily identify and compare hardware models across different sources and platforms. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

### NEW QUESTION # 69

During an inventory audit, what happens if you accidentally scan the same asset twice?

- A. The first scan is imported
- **B. HAM automatically removes duplicates**
- C. Both records are imported
- D. The most recent scan is imported

**Answer: B**

Explanation:

Explanation

During an inventory audit, if you accidentally scan the same asset twice, the Hardware Asset Management (HAM) application will automatically remove the duplicate records and only import the unique scans. This is because the HAM application uses the asset tag or the serial number as a coalesce field, which prevents duplicate records from being created or updated in the hardware asset table. Therefore, you do not need to worry about scanning the same asset twice, as the HAM application will handle the duplicates for you. References:

Audit your inventory, which provides a step-by-step guide on how to perform scheduled or blind audits of asset stockrooms and other locations using the Agent mobile app and the Now Platform.

Hardware Asset States, which describes the different states and substates of hardware assets and how they are used to track the asset lifecycle.

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

### NEW QUESTION # 70

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. Your hardware model form contains a good model number, but a badly formatted model name
- B. A normalization rule for the hardware model does not exist in the Content Service
- C. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- D. The hardware model content has not yet been downloaded from the Content Service
- E. You have opted out of the ServiceNow Content Service

**Answer: B,C,D**

Explanation:

Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models<sup>1</sup> Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models<sup>1</sup> Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number<sup>2</sup> The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized<sup>3</sup> Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models<sup>3</sup> The potential causes of this are<sup>3</sup>:

The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.

Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.

A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom-made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.

### NEW QUESTION # 71

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A. The wait-listed loaner asset requests provide visibility to the demand for loaner orders.
- B. The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
- C. The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- D. The request automatically creates a purchase order to obtain the assets from a vendor.

**Answer: A**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced<sup>1</sup>. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need<sup>2</sup>. If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available<sup>3</sup>. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows.

Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

References:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

**NEW QUESTION # 72**

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