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ServiceNow CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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ServiceNow is a cloud-based platform that provides enterprise-level services to businesses of all sizes. It is a powerful tool that can help organizations streamline their operations and improve their overall efficiency. With its growing popularity, more and more businesses are seeking professionals who are skilled in using the platform to manage their IT assets. The ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Certification Exam is designed to recognize these professionals.

ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Certification Exam is a globally recognized certification that validates the knowledge and skills of IT professionals in managing hardware assets using the ServiceNow platform. It is designed for individuals who are responsible for managing IT hardware assets, including procurement,

deployment, maintenance, and disposal. Certified Implementation Specialist - Hardware Asset Management certification exam tests the candidate's understanding of the ServiceNow IT Asset Management application, best practices for hardware asset management, and the ability to configure and customize the ServiceNow platform

To prepare for the CIS-HAM Exam, candidates should have a basic understanding of ServiceNow platform functionality, as well as experience in implementing and configuring hardware asset management solutions. CIS-HAM exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. Candidates must achieve a passing score of 70% or higher to obtain certification. Upon successful completion of the exam, individuals will be awarded the ServiceNow Certified Implementation Specialist - Hardware Asset Management certification, which is recognized globally as a benchmark of excellence in the field. Certified Implementation Specialist - Hardware Asset Management certification demonstrates a high level of proficiency in hardware asset management and can help individuals advance their careers in the ServiceNow ecosystem.

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q163-Q168):

NEW QUESTION # 163

When should you retire an IT asset?

- A. At any point it is recommended by the HAM-defined asset policy
- B. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
- C. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life
- **D. At any point that it is recommended by your company-defined policies and procedures**
- E. At any point it is recommended by the HAM-defined asset disposal procedure

Answer: D

Explanation:

* The retirement of an IT asset is the final stage of the hardware asset lifecycle, where the asset is removed from service and disposed of in a secure and compliant manner¹.

* The retirement of an IT asset should be done according to the company-defined policies and procedures, which may vary depending on the type, condition, and value of the asset, as well as the business needs and regulatory requirements¹.

* The company-defined policies and procedures should specify the criteria, process, and documentation for retiring an IT asset, such as the following¹:

* The trigger events or conditions that indicate the need for retirement, such as end-of-life, end-of-service, end-of-warranty, obsolescence, damage, theft, or loss

* The approval workflow and roles involved in the retirement decision, such as the asset manager, the asset owner, the finance department, and the security department

* The disposal methods and vendors available for the retirement, such as recycling, reselling, donating, or destroying

* The certificate of destruction or disposal that verifies the secure and compliant disposal of the asset by the vendor

* The update of the asset record and the configuration management database (CMDB) to reflect the retirement status and date of the asset

* Therefore, the answer that reflects the company-defined policies and procedures is B. At any point that it is recommended by your company-defined policies and procedures.

* The other options are not the correct answer because they are either too vague or too specific:

* A. At any point it is recommended by the HAM-defined asset policy: This is too vague, as the HAM-defined asset policy may not cover all the aspects and scenarios of the retirement process. The HAM-defined asset policy is a general guideline that defines the objectives, scope, roles, and responsibilities of hardware asset management². It does not necessarily provide the detailed criteria, process, and documentation for retiring an IT asset.

* C. At any point it is recommended by the HAM-defined asset disposal procedure: This is too specific, as the HAM-defined asset disposal procedure is only one part of the retirement process. The HAM-defined asset disposal procedure is a step-by-step instruction that describes how to dispose of an IT asset through a vendor³. It does not necessarily cover the trigger events, approval workflow, and record update for retiring an IT asset.

* D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service:

This is too specific, as the Hardware Content Service Lifecycle data is only one possible source of information for the retirement decision. The Hardware Content Service Lifecycle data is a subscription-based service that provides the end-of-life, end-of-service, and end-of-support dates for hardware models⁴. It does not necessarily reflect the actual condition, value, and usage of the individual IT asset.

* E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life:

This is also too specific, for the same reasons as option D. References:

- * 1: Hardware Asset Retirement
- * 2: Hardware Asset Policy
- * 3: Hardware Asset Disposal
- * 4: Hardware Content Service Lifecycle

NEW QUESTION # 164

To utilize the contract rate cards features, which plugin is required to be activated?

- **A. Cost Management**
- B. Rate Management
- C. Financial Management
- D. Contract Management

Answer: A

Explanation:

To utilize the contract rate cards features, you need to activate the Rate Management plugin, which provides the ability to define and manage rates for various types of costs and expenses¹.

The contract rate cards features allow you to capture operating costs by generating expense lines representing the cost of a contract. You can associate a contract to certain assets and costs of those assets are tied to the contract. This is similar to a rate card cost, except the contract contains all the costs².

The other plugins are not required to use the contract rate cards features. The Financial Management plugin provides the ability to track and manage the financial performance of your IT services³. The Contract Management plugin provides the ability to create and manage contracts for assets, services, and vendors⁴. The Cost Management plugin provides the ability to track and allocate costs for configuration items, tasks, and projects⁵. References: 1: Rate Management 2: Cost Management - ServiceNow Elite 3: Financial Management 4: Contract Management 5: Cost Management

NEW QUESTION # 165

Which of these automatic restocking actions are available in baseline? (Choose two.)

- A. Create a task assigned to the stock room manager to create a purchase order
- B. Create a transfer order to restock from a vendor
- C. Create a new asset from any returned inventory
- **D. Create a task assigned to stock room manager to contact procurement manager**
- **E. Create a transfer order to restock from another stockroom**

Answer: D,E

Explanation:

Automatic restocking actions are actions that are triggered by a scheduled job when the stock level of a hardware asset model falls below the minimum threshold defined in the stock rule¹.

Automatic restocking actions can help to maintain the optimal inventory level and avoid stock shortages or overstocking¹.

The baseline system provides two automatic restocking actions out of the box¹:

Create a task assigned to stock room manager to contact procurement manager: This action creates a task record in the Hardware Asset Management application and assigns it to the stock room manager of the source stockroom. The task instructs the stock room manager to contact the procurement manager to initiate the purchase order process for the asset model that needs to be restocked¹.

Create a transfer order to restock from another stockroom: This action creates a transfer order record in the Hardware Asset Management application and assigns it to the stock room manager of the source stockroom. The transfer order contains the details of the asset model, quantity, source stockroom, destination stockroom, and expected delivery date that need to be moved between the stockrooms¹.

The other options are not available as automatic restocking actions in the baseline system, but they can be customized or added as additional actions if needed¹. References:

Automatic restocking actions

NEW QUESTION # 166

Publishing an item to the Service Catalog can be done by using the "Publish to Hardware Catalog" related link in:

- A. Asset Catalog
- B. Product Catalog
- C. Inventory Catalog
- **D. Supplier Catalog**

Answer: D

NEW QUESTION # 167

Which is NOT considered an asset?

- A. Routers
- B. Buildings
- C. Switches
- **D. Websites**
- E. Software entitlements

Answer: D

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a hardware asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"¹. Websites are not tangible or physical assets, but rather digital or virtual assets that are hosted on servers or other hardware devices. Therefore, websites are not considered hardware assets by ServiceNow. The other options, switches, routers, buildings, and software entitlements, are all examples of hardware assets or related items that can be managed by ServiceNow Hardware Asset Management. Reference: What is Hardware Asset Management?

NEW QUESTION # 168

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