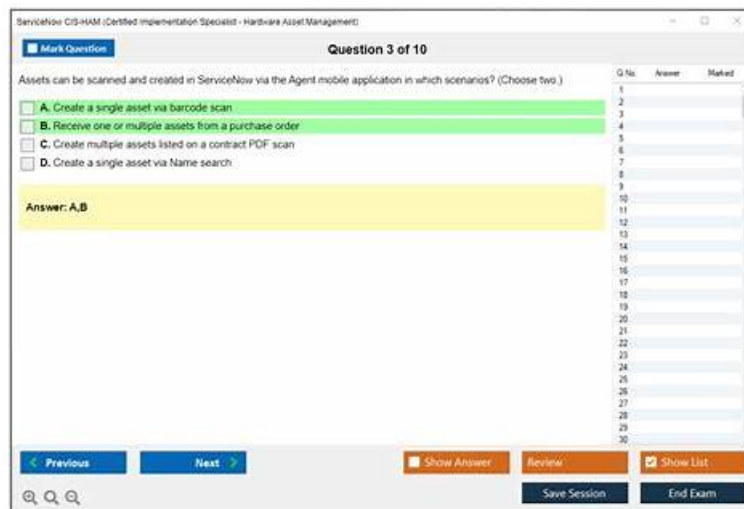


# CIS-HAM Exam Engine, CIS-HAM Latest Exam Cram



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ServiceNow CIS-HAM exam is an essential certification for IT professionals who are responsible for managing and maintaining hardware assets using ServiceNow. Certified Implementation Specialist - Hardware Asset Management certification demonstrates that an individual has the knowledge and practical skills needed to configure, deploy, and manage hardware assets in their organization. With the right training and preparation, candidates can pass the exam and achieve this valuable certification.

CIS-HAM Certification is a specialized credential that IT professionals can earn to validate their level of expertise in the implementation of ServiceNow's Hardware Asset Management module. Certified Implementation Specialist - Hardware Asset Management certification examines an IT professional's ability to implement hardware asset management efficiently, which involves analyzing and tracking assets, recording details of all asset acquisitions, and ensuring data accuracy. The CIS-HAM Certification is designed to measure the knowledge and skills of IT professionals in using ServiceNow's capabilities to optimize the hardware asset management function in enterprises.

>> CIS-HAM Exam Engine <<

## ServiceNow CIS-HAM Latest Exam Cram - Free CIS-HAM Practice

You can directly refer our ServiceNow CIS-HAM study materials to prepare the exam. Once the newest test syllabus is issued by the official, our experts will quickly make a detailed summary about all knowledge points of the real ServiceNow CIS-HAM Exam in the shortest time. All in all, our CIS-HAM exam quiz will help you grasp all knowledge points.

The CIS-HAM Exam is ideal for IT asset managers, operations managers, project managers, and business analysts. Candidates need to have a strong background in IT asset management and ServiceNow platform to qualify for the certification exam. Additionally, they should be familiar with the hardware asset lifecycle, such as inventory management, asset tracking, and hardware disposal.

## ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q103-Q108):

### NEW QUESTION # 103

Which elements are provided by the hardware asset management content service? (Choose three.)

- A. Compatibles

- B. Manufacturer lifecycle dates
- **C. Manufacturer**
- D. Cost
- **E. Product warranty**
- F. Model name

**Answer: A,C,E**

#### **NEW QUESTION # 104**

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being audited?

- **A. Expected assets**
- B. Labelled assets
- C. Scanned assets
- D. Inventoried assets
- E. Identified assets

**Answer: A**

Explanation:

- \* According to the Hardware Asset Management documentation, an asset audit is a process of verifying the physical existence and location of assets in an organization, such as a stockroom or a warehouse.
- \* The asset audit form shows the details of the audit, such as the name, description, status, start date, end date, and location of the audit.
- \* The asset audit form also shows the audit results, which are the status of each scanned asset, such as "Scanned and expected", "Scanned and not expected", "Expected and not scanned", or "Not expected and not scanned".
- \* The scanned assets are the assets that were found at the stockroom or warehouse that is being audited, regardless of whether they were expected or not.
- \* The scanned assets are displayed in the Scanned Assets related list on the asset audit form.
- \* Therefore, the correct answer is option B, scanned assets, as they are the list of all assets that were found at the stockroom or warehouse that is being audited. References:
- \* Hardware Asset Management documentation
- \* What is Hardware Asset Management?

#### **NEW QUESTION # 105**

A contract can be cancelled when the State is what?

- A. Inactive
- B. Expired
- C. Rejected
- **D. Active**

**Answer: D**

Explanation:

Explanation

According to the ServiceNow Hardware Asset Management documentation, a contract is a record of the terms and conditions that govern the relationship between a vendor and an organization. A contract can have different states that indicate its status and lifecycle. The states are:

Draft: The contract is being created or modified and has not been submitted for approval.

Requested: The contract has been submitted for approval but has not been approved yet.

Active: The contract has been approved and is in effect. You can cancel the contract in this state, if you want to terminate it before its end date due to various reasons, such as breach of contract, mutual agreement, or vendor performance.

Expired: The contract has reached its end date and is no longer valid. You cannot cancel the contract in this state, but you can renew it or extend it.

Renewed: The contract has been renewed for another term with the same or modified terms and conditions. You cannot cancel the contract in this state, but you can renew it or extend it again.

Extended: The contract has been extended beyond its original end date with the same terms and conditions. You cannot cancel the

contract in this state, but you can renew it or cancel it.

Canceled: The contract has been terminated before its end date. You cannot cancel the contract in this state, but you can reactivate it or delete it.

Rejected: The contract has been rejected by the approver. You cannot cancel the contract in this state, but you can edit it or delete it.

References:

ServiceNow Hardware Asset Management: Contract and renewal management

ServiceNow Hardware Asset Management: Contract states

### NEW QUESTION # 106

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

- **A. Hardware deployment**
- B. Hardware swap order
- **C. Hardware asset order**
- **D. Hardware disposal**
- E. Hardware bulk stock order
- F. Hardware retire order

**Answer: A,C,D**

Explanation:

The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable<sup>1</sup>.

The HAM plugin provides the following baseline asset lifecycle automation flows<sup>2</sup>:

Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules<sup>2</sup>.

Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations<sup>2</sup>.

Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts<sup>2</sup>.

Therefore, the baseline asset lifecycle automation flows that are also options in the question are A. Hardware asset order, E.

Hardware deployment, and F. Hardware disposal.

The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

B) Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once<sup>3</sup>.

C) Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to swap a hardware asset with another hardware asset of the same model<sup>4</sup>.

D) Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. Reference:

1: Hardware Asset Management

2: Asset Lifecycle Automation Flows

3: Create a Bulk Stock Order

4: Swap a Hardware Asset

5: Retire a Hardware Asset

### NEW QUESTION # 107

What field must an agent complete when resolving an Incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

- A. Asset Task Action
- **B. Asset-CI Task Action**
- C. Asset and CI Action
- D. Asset Action

**Answer: B**

### Explanation:

According to the ServiceNow Hardware Asset Management documentation, the Asset-CI Task Action field is a choice list that allows the agent to select an action to perform on the asset and CI records related to the Incident. The possible actions are:

- \*No action: No changes are made to the asset and CI records.
- \*Retire: The asset and CI records are set to the Retired state.
- \*Dispose: The asset and CI records are set to the Disposed state.
- \*Repair: The asset and CI records are set to the Repair in Progress state.
- \*Replace: The asset and CI records are set to the Retired state and a new asset request is created for a replacement.
- \*Return: The asset and CI records are set to the Returned state and a new asset request is created for a replacement.

### NEW QUESTION # 108

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