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ServiceNow CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) is a certification exam for IT professionals who are responsible for managing and maintaining hardware assets of organizations. CIS-HAM exam is designed to test the candidate's knowledge and skills in various areas such as hardware asset management, discovery, procurement, lifecycle management, and software asset management. Certified Implementation Specialist - Hardware Asset Management certification validates the candidate's expertise in using ServiceNow platform to manage hardware assets and helps them stand out in the job market.

ServiceNow CIS-HAM certification exam is a valuable credential for professionals who want to demonstrate their expertise in hardware asset management with ServiceNow. Certified Implementation Specialist - Hardware Asset Management certification validates a candidate's technical skills and knowledge in managing hardware assets and helps them advance their career in this field. By obtaining this certification, candidates can enhance their job prospects and gain recognition in the industry as a ServiceNow

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The CIS-HAM Certification Exam is an ideal choice for IT professionals who are responsible for managing hardware assets in their organization. CIS-HAM exam is designed to validate the candidate's knowledge of best practices and industry standards for managing hardware assets. It is also an excellent opportunity for IT professionals to enhance their skills and expertise in this key area of IT operations. Certified Implementation Specialist - Hardware Asset Management certification provides a valuable credential that can help candidates stand out in the job market and advance their careers.

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

NEW QUESTION # 17

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)

- A. Hardware assets disposed (YTD)
- B. Hardware asset disposal status
- C. Consumable models up for End of Life
- D. New hardware assets found by audits

Answer: B,C

NEW QUESTION # 18

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

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

Answer: C

NEW QUESTION # 19

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 Action
- C. Asset-CI Task Action
- D. Asset and CI Action

Answer: C

NEW QUESTION # 20

A contract can be cancelled when the State is what?

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

Answer: A

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 performance¹.
- * 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 # 21

What must exist before a consumable can be consumed? (Choose three.)

- A. A stock order record
- **B. A consumable record**
- **C. A model category record**
- D. A transfer order record
- **E. A model record**

Answer: B,C,E

Explanation:

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries¹.

Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow¹².

A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity¹².

A model category record specifies the type of consumable, such as office supplies, hardware, or software¹².

A consumable record tracks the current stock level, location, and status of a consumable¹².

A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed¹³.

A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed¹⁴. References: 1: Consumables - Product Documentation:

Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product Documentation: Vancouver - ServiceNow

NEW QUESTION # 22

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