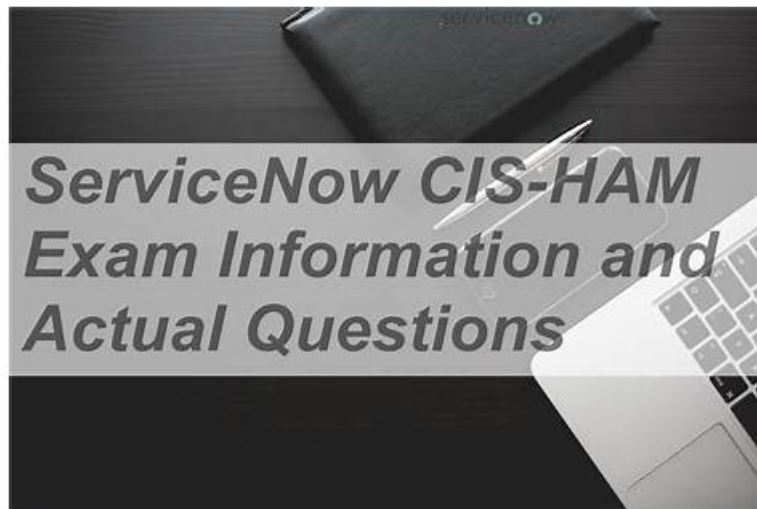


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ServiceNow CIS-HAM Certification is a valuable credential for IT professionals who are responsible for managing hardware assets in their organization. Certified Implementation Specialist - Hardware Asset Management certification validates an individual's knowledge and skills in implementing and managing hardware asset management processes using the ServiceNow platform. By obtaining this certification, individuals can demonstrate their expertise and enhance their career prospects in the IT industry.

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ServiceNow CIS-HAM or Certified Implementation Specialist - Hardware Asset Management exam is a globally recognized certification that validates the candidate's expertise in managing hardware assets using ServiceNow platform. ServiceNow, a cloud-based platform, offers various modules for managing IT services and the CIS-HAM Certification provides the skills needed to manage the hardware assets in an organization.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q175-Q180):

NEW QUESTION # 175

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

- A. Name, Asset tracking unit, Model number
- B. Asset tracking unit, Manufacturer, Model category
- C. Name, Manufacturer, Model number

- D. Asset tracking unit, Manufacturer, Model number
- E. Name, Device type, Model category

Answer: C

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 # 176

Baseline ITSM Asset Management provides which features? (Choose three.)

- A. Stockrooms
- B. Hardware Model Normalization
- C. Hardware Manufacturer Lifecycle Dates
- D. Hardware Asset Dashboard
- E. Mobile My Assets
- F. Mobile Asset Receiving
- G. Asset Inventory Audit

Answer: A,E,F

NEW QUESTION # 177

Which ServiceNow role enables the user to perform actions related to incident, problem, change, and configuration management?

- A. itil
- B. procurement_user
- C. asset
- D. discovery_admin
- E. inventory_admin

Answer: A

NEW QUESTION # 178

Which applications are required to perform a blind audit of your asset inventory?

- A. Hardware Asset Management (HAM) and Software Asset Management (SAM)
- B. ITSM Asset Management and ServiceNow My Assets mobile app
- C. ITSM Asset Management and ServiceNow Agent mobile app
- D. Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
- E. Hardware Asset Management (HAM) and ServiceNow Agent mobile app

Answer: E

Explanation:

A blind audit is a type of inventory audit that does not provide any information about the expected assets in a location. The auditor scans all the assets in the location and compares them with the records in ServiceNow.

To perform a blind audit, you need the Hardware Asset Management (HAM) application, which enables you to manage the lifecycle

of your hardware assets, and the ServiceNow Agent mobile app, which allows you to scan asset tags and barcodes using your mobile device¹².

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits³.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits⁴.

The ITSM Asset Management application is used to track the financial, contractual, and inventory details of hardware and devices, not to perform audits. Reference:

1: Audit your inventory - Product Documentation: San Diego - ServiceNow

2: Enterprise Asset Inventory Management - ServiceNow

3: My Assets mobile app - Product Documentation: San Diego - ServiceNow

4: Software Asset Management - ServiceNow

5: IT Asset Management - ServiceNow

NEW QUESTION # 179

What are model records?

- A. Models directly associate configuration item (CI) classes with asset classes
- **B. Models are specific versions or various configurations of an asset**
- C. Models are anything capable of being owned or controlled to produce economic value
- D. Models are any computer, device, software or service in the CMDB

Answer: B

NEW QUESTION # 180

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