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ServiceNow CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

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Passing the ServiceNow CIS-HAM Certification Exam demonstrates that a candidate has a deep understanding of the ServiceNow platform and can use it to effectively manage hardware assets. It also demonstrates that a candidate is committed to their professional development and is dedicated to staying up-to-date with the latest industry trends and best practices. Certified Implementation Specialist - Hardware Asset Management certification is highly valued by employers and can help candidates stand out in a competitive job market.

ServiceNow CIS-HAM Certification Exam is conducted online and consists of 60 multiple-choice questions. Candidates have 90 minutes to complete the exam, and they must achieve a passing score of 70% or higher to earn the certification. CIS-HAM exam fee is \$150, and candidates can take the exam at any time from their own computer.

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The BraindumpsVCE is a leading platform that is committed to offering to make the ServiceNow Exam Questions preparation simple, smart, and successful. To achieve this objective BraindumpsVCE has got the services of experienced and qualified Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam trainers. They work together and put all their efforts and ensure the top standard of BraindumpsVCE Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) exam dumps all the time.

Achieving CIS-HAM Certification demonstrates the candidates' knowledge and ability to work within the ServiceNow framework, specifically in Hardware Asset Management. It validates that IT professionals understand the fundamental concepts of hardware asset management, can explain best practices in implementation to other stakeholders, and can implement the ServiceNow hardware asset management module. Ultimately, CIS-HAM Certification can lead to better IT asset management processes, improve the integrity of asset information, increase efficiency, and reduce costs.

ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q144-Q149):

NEW QUESTION # 144

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

- A. Maintenance agreements
- B. Warranty costs
- C. Replacement parts
- D. Storage costs

Answer: A,C

Explanation:

Explanation

Operational expenses are the costs incurred by an organization to maintain and use an asset throughout its lifecycle. These costs include the expenses related to the repair, maintenance, upgrade, and disposal of the asset. Some examples of operational expenses are:

Replacement parts: These are the costs of purchasing and installing new parts or components for an asset that is damaged, worn out, or obsolete. For example, replacing a hard drive, a battery, or a keyboard for a laptop.

Maintenance agreements: These are the costs of contracting with a vendor or a service provider to perform regular or preventive maintenance on an asset. For example, paying a monthly fee for a technician to check and service a printer or a scanner.

Other examples of operational expenses are:

Storage costs: These are the costs of renting or owning a space to store an asset that is not in use or awaiting disposal. For example, paying for a warehouse, a locker, or a shelf to keep unused or surplus computers or monitors.

Warranty costs: These are the costs of extending or renewing the warranty coverage for an asset that is still under the manufacturer's warranty or has expired. For example, paying an extra fee for a one-year or a three-year warranty extension for a tablet or a smartphone.

References:

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application.

NEW QUESTION # 145

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To move transfer order lines from one stage to another
- B. To help track the total number of assets moved from one stockroom to another

- C. To move transfer orders from one stage to another
- D. To automate reordering of consumables as they are consumed by users
- E. To help track service levels and the time frame needed to complete a transfer order

Answer: A,E

Explanation:

Explanation

According to the ServiceNow Product Documentation on Transfer Orders¹, transfer orders are records that define the movement of assets from one stockroom to another¹. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets¹.

According to the ServiceNow Product Documentation on Transfer Order Line Tasks², transfer order line tasks are records that define the actions that need to be performed for each transfer order line². A transfer order line is a record that defines the quantity and model of the assets that are being transferred¹.

The main purposes of transfer order line tasks are²:

To help track service levels and the time frame needed to complete a transfer order: Transfer order line tasks have a due date and a state that indicate the progress and completion of the transfer order line. They also have a priority and an assignment group that determine the urgency and the responsibility of the transfer order line. These fields help users to monitor and manage the service levels and the time frame needed to complete a transfer order.

To move transfer order lines from one stage to another: Transfer order line tasks have a type that defines the action that needs to be performed for the transfer order line, such as pick, pack, ship, or receive. As transfer order line tasks are completed, the transfer order line moves from one stage to another, such as requested, in transit, or received. These stages reflect the status and location of the assets that are being transferred.

References:

1: ServiceNow Product Documentation: Transfer Orders

2: ServiceNow Product Documentation: Transfer Order Line Tasks

NEW QUESTION # 146

What is the default display name for an asset?

- A. An automatically generated combination of asset tag and model
- B. An automatically generated combination of asset tag and model category
- C. An automatically generated combination of serial number and model category
- D. An automatically generated combination of serial number and model

Answer: D

NEW QUESTION # 147

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

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/sandiego-it-service-management/page/product/incident-management/task/track-ci.html>

NEW QUESTION # 148

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

- A. Hardware Asset Management (HAM) and Software Asset Management (SAM)
- B. Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
- C. ITSM Asset Management and ServiceNow My Assets mobile app
- D. ITSM Asset Management and ServiceNow Agent 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 ServiceNow1.

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 the legacy application for managing assets, which has been replaced by the Hardware

Asset Management application. Reference: 1: Audit your inventory - Product Documentation: San Diego - ServiceNow 2:

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

ServiceNow 4: Software Asset Management - ServiceNow : Asset Management - Product Documentation: San Diego -

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NEW QUESTION # 149

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