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ISACA CIS-HAM Certified Information Security Manager

Topic 4: Information Security Incident Management

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ISACA Certified Information Security Manager Sample Questions (Q63-Q68):

NEW QUESTION # 63
Which of the following should be the PRIMARY outcome of an information security program?
 A. Cost reduction
 B. Risk reduction
 C. Strategic alignment
 D. Threat reduction

Answer: C

NEW QUESTION # 64
An organization plans to contract with an outside service provider to host its corporate web site. The ISMS implementer asks for the information security manager to ensure that:
 A. An audit of the service provider answers no significant weaknesses.
 B. the contract includes a non-disclosure agreement (NDA) to prevent the organization's intellectual property from being disclosed.
 C. The outside service provider conducts regular penetration testing.
 D. the customer should measure that the service provider will comply with security policies.

Answer: D

Explanation:
Explanation:
It is critical to include the security requirements in the contract based on the company's security policy to ensure that the security controls are implemented by the service provider. This will normally be a one-time effort and cannot provide ongoing existence of the security.

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ServiceNow CIS-HAM (Certified Implementation Specialist - Hardware Asset Management) Certification Exam prepares IT professionals to implement and manage the company's hardware assets. CIS-HAM exam includes a broad range of topics such as inventory management, asset tracking, license management, configuration management, and cost optimization. It equips IT professionals with the knowledge and skills required to support IT Asset Managers, Procurement Managers, and IT Financial Analysts.

ServiceNow CIS-HAM Exam is designed to assess the skills and knowledge of individuals in managing hardware assets, including tracking, monitoring, and reporting. CIS-HAM exam focuses on the functionality and features of ServiceNow Hardware Asset Management, including best practices in asset lifecycle management, asset discovery, and inventory management. CIS-HAM exam

is designed to test the ability of individuals to manage hardware assets effectively using the ServiceNow platform

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ServiceNow Certified Implementation Specialist - Hardware Asset Management Sample Questions (Q46-Q51):

NEW QUESTION # 46

What is included in the total cost of ownership? (Choose two.)

- A. Original cost
- B. **Depreciation expense**
- C. Operational expense
- D. **Delivery cost**

Answer: B,D

NEW QUESTION # 47

What is the impact of a customer opting out of the ServiceNow Content Service for specific models?

- A. Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted
- B. **Unrecognized data doesn't get sent to the ServiceNow Content Service**
- C. Unrecognized data doesn't get sent to the ServiceNow Content Service and the customer doesn't receive Content Library updates
- D. Customer doesn't receive Content Library updates

Answer: B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, the ServiceNow Content Service is a cloud-based service that provides content updates for hardware models, such as manufacturer, model category, and lifecycle information. The ServiceNow Content Service also collects unrecognized data from customers, such as new or custom hardware models, to improve the content quality and coverage. Customers can opt out of sending unrecognized data to the ServiceNow Content Service for specific models, but this will also prevent them from receiving content updates for those models.

NEW QUESTION # 48

What are the four tiers of Capability Blueprint?

- A. Trustworthy Data, Practical Management, Process Integration, Business Alignment
- B. Trustworthy Data, Practical Management, Operational Integration, Strategic Conformance
- C. **Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment**
- D. Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance

Answer: C

Explanation:

Explanation

The Capability Blueprint is a framework that helps organizations assess their current and desired state of hardware asset

management maturity. It consists of four tiers that represent the key capabilities and outcomes of effective hardware asset management:

Trustworthy Data: This is the foundation of hardware asset management, which ensures that the data about the assets is accurate, complete, consistent, and normalized. It involves discovering, importing, reconciling, and validating the asset data from multiple sources, and maintaining a clean and central system of record in the CMDB.

Lifecycle Management: This is the core of hardware asset management, which covers the end-to-end processes and tasks for managing the assets throughout their lifecycle stages, from request to retire. It involves automating the workflows for asset fulfillment, deployment, monitoring, maintenance, and disposal, and optimizing the asset utilization and performance.

Operational Integration: This is the extension of hardware asset management, which connects the asset data and processes with other IT and business functions, such as service management, financial management, security management, and vendor management. It involves aligning the asset management objectives and policies with the organizational goals and standards, and enhancing the service delivery and customer satisfaction.

Business Alignment: This is the elevation of hardware asset management, which leverages the asset data and processes to support strategic decision making and business outcomes, such as cost reduction, risk mitigation, compliance improvement, and value creation. It involves analyzing the asset data and trends, reporting the asset performance and value, and planning the asset refresh and innovation.

References:

Hardware Asset Management - Customer Success - ServiceNow, which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

Hardware Asset Management - ServiceNow, 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, including the Capability Blueprint framework.

NEW QUESTION # 49

Which features are part of the ServiceNow Mobile App? (Choose two.)

- A. Enables reclamation of mobile devices
- B. Provides end users visibility to their assigned hardware
- C. Enables end users to log incidents for their assigned assets
- D. Provides users visibility to their disposed consumables

Answer: B,C

Explanation:

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices¹².

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app³⁴.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app³⁴.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

Reference:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile - Now Platform

3: ServiceNow Product Documentation: Now Mobile App

4: ServiceNow Product Documentation: Mobile Agent App

[5]: ServiceNow Product Documentation: Reclamation

[6]: ServiceNow Product Documentation: Consumables

NEW QUESTION # 50

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

- A. Device Name

- B. Hardware Manufacturer
- C. Device Type
- D. Hardware Normalize Key
- E. Hardware Model Library

Answer: B,C,E

Explanation:

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table. Reference: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

NEW QUESTION # 51

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