

# CIS-HAM<sup>Q&As</sup>

Certified Implementation Specialist - Hardware Asset Management

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## QUESTION 1

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

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

Correct Answer: A

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## QUESTION 2

What is the third tier of the capability blueprint?

- A. Practical management
- B. Strategic conformance
- C. Trustworthy data
- D. Operational integration
- E. Financial management

Correct Answer: D

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## QUESTION 3

During hardware model normalization, a hardware asset is set to a normalization status of, "Partially Normalized". What is the most likely cause?

- A. The model name is missing from the hardware model record.
- B. The model number is missing from the hardware model record.
- C. The model product is missing from the hardware model record.
- D. The model manufacturer is missing from the hardware model record.

Correct Answer: C

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## QUESTION 4

What information would you find on the Inventory tab of the Hardware Asset dashboard? (Choose three.)

- A. New hardware assets found by audits
- B. Hardware models up for end of life
- C. Hardware nearing end of warranty
- D. Active stock rules
- E. Open asset audits
- F. Requests that require sourcing

Correct Answer: AEF

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## QUESTION 5

Publishing an item to the Service Catalog can be done by using the "Publish to Hardware Catalog" related link in:

- A. Product Catalog
- B. Inventory Catalog
- C. Asset Catalog
- D. Supplier Catalog

Correct Answer: D

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## QUESTION 6

Which is NOT a component of a hardware asset's lifecycle?

- A. Dispose
- B. Request
- C. Consume
- D. Procure
- E. Receive

Correct Answer: C

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## QUESTION 7

When does hardware normalization run by default?

- A. On an hourly basis

- B. On a daily basis
- C. Every 12 hours
- D. Upon saving

Correct Answer: D

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## QUESTION 8

What are model records?

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

Correct Answer: C

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## QUESTION 9

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Optimize cost
- B. Provide decision support
- C. Improve productivity
- D. Provide financial reporting
- E. Improve operational usage
- F. Track logical relationships

Correct Answer: ACDF

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## QUESTION 10

What are the three types of catalogs in ServiceNow? (Choose three.)

- A. Product Catalog
- B. Consumable Catalog
- C. Asset Catalog
- D. Vendor Catalog

E. Service Catalog

Correct Answer: ACD

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## QUESTION 11

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

- A. Create a single asset via barcode scan
- B. Receive one or multiple assets from a purchase order
- C. Create multiple assets listed on a contract PDF scan
- D. Create a single asset via Name search

Correct Answer: AB

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## QUESTION 12

What minimum role is required in order to use the Hardware Asset dashboard?

- A. asset
- B. asset\_manager
- C. ham\_user
- D. ham\_admin
- E. inventory\_admin

Correct Answer: C

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## QUESTION 13

Hamm is a member of the Asset Managers group which has the ham\_admin role assigned to it. Based on this role alone, which of the following operations can Hamm perform? (Choose four.)

- A. Revert normalization results
- B. Create and delete asset records
- C. Create purchase orders
- D. Create flows
- E. Import assets
- F. Add Service Catalog entries

Correct Answer: ABDE

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## QUESTION 14

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

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

Correct Answer: CDF

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## QUESTION 15

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

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

Correct Answer: BCD

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