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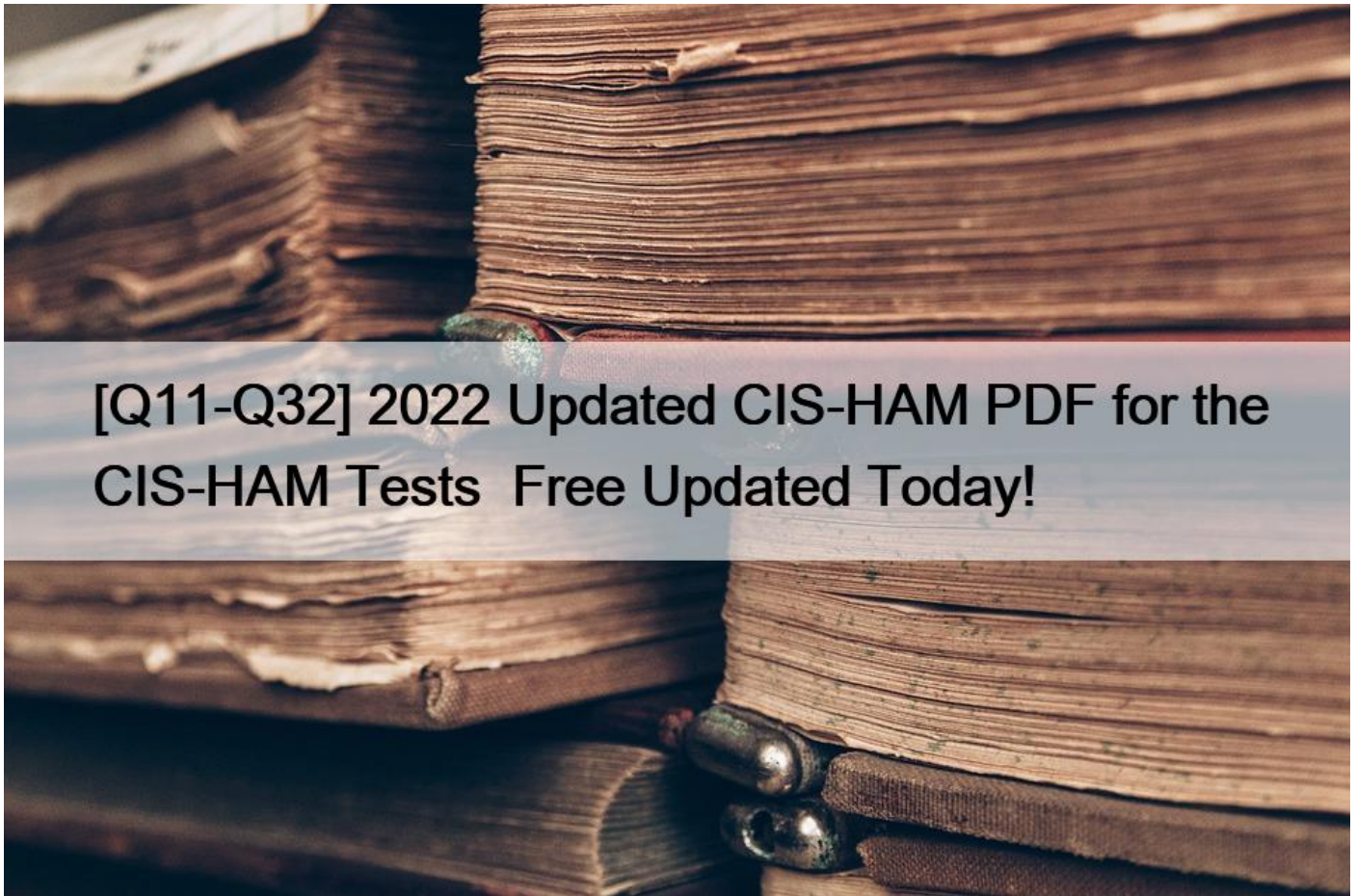

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ServiceNow CIS-HAM Exam Syllabus Topics:

TopicDetailsTopic 1- Implementing hardware asset management in ServiceNow - ITSM Asset Management and Hardware Asset Management (HAM)Topic 2- Generating asset reports for IT Asset Management- Automating stock management in ITSM Asset Management and HAMTopic 3- Implementing hardware asset management- Understand IT Cost ManagementTopic 4- Automating asset inventory with HAM- Operational Integration of IT Asset Management ProcessesTopic 5- Extending asset management and configuration management- Managing hardware assets and CIsTopic 6- Creating hardware assets and CIs- Automating asset population into ServiceNowTopic 7- Hardware asset lifecycle, stages, and components- IT Asset Management Overview & Fundamentals

NEW QUESTION 11

Any normalization that has occurred on a model can be reverted by using this feature.

* Normalizations cannot be reverted
* Rollback Normalization Business Rule
* Undo Normalization Scheduled Job
* Revert Normalization UI Action

NEW QUESTION 12

Inventory audit results provide easy visibility into the reconciliation of scanned assets to the existing inventory. What audit statuses are displayed as part of the results? (Choose four.)
* Scanned
* Not found
* New
* Scanned and not expected
* Scanned and expected
* Expected and not found

NEW QUESTION 13

What information would you track for a configuration item (CI) versus an asset? (Choose two.)
* Financial
* Lifecycle
* Contractual
* Operational
* Relationship

NEW QUESTION 14

What is the global standard for product recognition used during hardware model normalization?
* IAPSO
* UPC
* UNSPSC
* ECCMA
* NIGP

NEW QUESTION 15

The Stock Rule Runner scheduled job replenishes stock in a stockroom_____.
* When stock is less than the threshold specified in the stock rule
* By creating a purchase orders to restock from other stockrooms
* By creating transfer orders to restock from other stockrooms
* By notifying the stockroom manager of new transfer orders

NEW QUESTION 16

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)
* Hardware asset disposal status
* New hardware assets found by audits
* Hardware assets disposed (YTD)
* Consumable models up for End of Life

NEW QUESTION 17

What happens to the associated assets when you cancel a transfer order line on a transfer order?
* The asset(s) on the order line are released, but their state remains Pre-allocated
* The asset(s) on the order line are released and they can be attached to another transfer order
* All assets on the transfer order are released, but their state remains Pre-allocated
* A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
* All assets on the transfer order are released and they can be attached to another transfer order

NEW QUESTION 18

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?
* Help the asset manager generate reports
* Show the value from maintaining inventory
* Help the stock manager process transfer orders
* Show the value from bulk purchasing
* Help the asset manager process purchase orders

NEW QUESTION 19

What are ways to measure trustworthy data? (Choose four.)
* Sustainability
* Plausibility
* Credibility
* Dependability
* Transferability
* Reliability

NEW QUESTION 20

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?
* You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
* You expected 10 assets in your inventory and scanned these 10 assets during your audit.
* You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
* You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

NEW QUESTION 21

What are the three types of catalogs in ServiceNow? (Choose three.)
* Product Catalog
* Consumable Catalog
* Asset Catalog
* Vendor Catalog
* Service Catalog

NEW QUESTION 22

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

* Provides end users visibility to their assigned hardware
* Enables reclamation of mobile devices
* Provides users visibility to their disposed consumables
* Enables end users to log incidents for their assigned assets

NEW QUESTION 23

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)
* Integrates with business services via the Service Catalog from request through to disposal
* Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
* Provides input into, aligns with, and follows corporate governance
* Improves application privacy and security adherence
* Leverages Service Mapping to predict service impact

NEW QUESTION 24

What is the name of the scheduled job that generates expense lines based on rate cards?
* Process Daily Costs
* Process FM Costs
* Process Daily Allocations
* Process Expense Allocations

NEW QUESTION 25

Once the content update adds hardware lifecycle data to your instance, can it be deleted?
* Yes, it can
* No, it cannot unless the lifecycle stage is EOL
* No, it cannot
* Yes, it can be deleted or deactivated

NEW QUESTION 26

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?
* Transform mappings
* Mapping assist
* Normalization transformation
* Normalization mappings
* Transform normalization

NEW QUESTION 27

Which of the following are components of the asset request structure? (Choose three.)
* Procurement orders
* Transfer orders
* Stock order tasks
* Purchase orders
* Catalog tasks

NEW QUESTION 28

When transferring non-consumable assets between stockrooms, how must they be transferred?
* In sets of two items
* No more than 10% of the source stockroom’s inventory
* As a single entity with a quantity of one
* In groups of ten items

NEW QUESTION 29

To perform hardware model normalization, which three fields from the hardware model record are used to set the normalized display name?
* Name, Asset tracking unit, Model number
* Name, Manufacturer, Model number
* Asset tracking unit, Manufacturer, Model category
* Asset tracking unit, Manufacturer, Model number
* Name, Device type, Model category

NEW QUESTION 30

Which values does the “Asset tracking strategy” field provide to affect individual models? (Choose three.)
* Create consumable asset
* Don’t create assets
* Merge CI
* Leave to category
* Create assets

NEW QUESTION 31

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?
* The software allocations remain with the hardware asset and need to be reclaimed manually.
* The software allocations are automatically returned back into inventory.
* The software allocations are removed from the asset, but not returned to inventory.
* The behavior is controlled by the configurable system property glide.ham.retire_reclaim_sw().
* The behavior is controlled by the configurable system property glide.ham.retire_sw().

NEW QUESTION 32

You may adjust a contract when it is in which of the following states? (Choose two.)
* Active
* Extended
* Canceled
* Expired
* Renewed

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