



Actual exam question from ServiceNow's CIS-HAM

Question #: 1

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are the three tiers of Lifecycle Management? (Choose three.)

- A. Know what you don't have
- B. Increase onboarding controls
- C. Know what you have
- D. Improve management controls
- E. Improve efficiency

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 2

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 3

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which plugins for asset management functionality are inactive by default? (Choose three.)

- A. Expense Line
- B. Hardware Asset Management
- C. Procurement
- D. Depreciation
- E. Cost Management
- F. My Assets

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 4

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the third tier of the capability blueprint?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 5

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 6

Topic #: 1

[\[All CIS-HAM Questions\]](#)

The Hardware Asset Management (HAM) application expands baseline ITSM Asset Management with which features? (Choose three.)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 7

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Expected outcomes of IT asset management (ITAM) include which of the following? (Choose three.)

- A. Integrates with business services via the Service Catalog from request through to disposal
- B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs)
- C. Provides input into, aligns with, and follows corporate governance
- D. Improves application privacy and security adherence
- E. Leverages Service Mapping to predict service impact

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 8

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the difference between ITAM personas and ITAM Roles? (Choose four.)

- A. A user may have multiple roles, but a single persona
- B. Roles control access to features in the product
- C. Personas represent types of users of the product
- D. Personas control access to features in the product
- E. Roles represent types of users of the product
- F. A user may have multiple roles and personas

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 9

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 10

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

- A. Financial
- B. Lifecycle
- C. Contractual
- D. Operational
- E. Relationship

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 11

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A component is considered an IT asset vs. a configuration item (CI) when you want to do which of the following? (Choose three.)

- A. Manage its procurement, maintenance, or retirement
- B. Track its operational information
- C. Track its monetary value or costs
- D. Manage its associated license, warranty, or lease contracts
- E. Know its relationships to other assets in the CMDB

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 12

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are considered assets? (Choose three.)

- A. Facilities
- B. Contracts
- C. Hardware
- D. Software entitlements
- E. Software distributions

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 13

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the default display name for an asset?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 14

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the default state of a newly created asset?

- A. In use
- B. Consumed
- C. On order
- D. In stock

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 15

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 16

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

- A. Lifecycle
- B. Device type
- C. Manufacturer
- D. Memory
- E. Asset tag
- F. Hardware model

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 17

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the process of restructuring data to maintain consistency?

- A. Integration
- B. Normalization
- C. Discovery
- D. Service Mapping

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 18

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are ways to measure trustworthy data? (Choose four.)

- A. Sustainability
- B. Plausibility
- C. Credibility
- D. Dependability
- E. Transferability
- F. Reliability

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 19

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

- A. Normalizations cannot be reverted
- B. Rollback Normalization Business Rule
- C. Undo Normalization Scheduled Job
- D. Revert Normalization UI Action

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 20

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 21

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 22

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the global standard for product recognition used during hardware model normalization?

- A. IAPSO
- B. UPC
- C. UNSPSC
- D. ECCMA
- E. NIGP

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 23

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 24

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What information should be tracked in an asset record? (Choose two.)

- A. Physical resources
- B. Financial information
- C. Operational details
- D. Contractual information
- E. Logical relationships

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 25

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Once the content update adds hardware lifecycle data to your instance, can it be deleted?

- A. Yes, it can
- B. No, it cannot unless the lifecycle stage is EOL
- C. No, it cannot
- D. Yes, it can be deleted or deactivated

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 26

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What feature does the Hardware Asset Management (HAM) application use to fully normalize hardware models?

- A. Transform mappings
- B. Mapping assist
- C. Normalization transformation
- D. Normalization mappings
- E. Transform normalization

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 27

Topic #: 1

[\[All CIS-HAM Questions\]](#)

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

- A. Missing transform map
- B. Plugin issues
- C. Invalid transform map
- D. Missing data

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 28

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which values does the "Asset tracking strategy" field provide to affect individual models? (Choose three.)

- A. Create consumable asset
- B. Don't create assets
- C. Merge CI
- D. Leave to category
- E. Create assets

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 29

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When activating Hardware Asset Management (HAM) in an instance already running Field Service Management (FSM), how do you configure asset tasks for existing incident, change, and work order flows?

- A. No configuration is required: asset tasks automatically activate behind the scenes
- B. Activate HAM, then run scheduled job "Asset - Create FSM asset tasks" to insert the asset tasks
- C. Activate HAM and then re-run the scheduled FSM jobs
- D. Stop the scheduled FSM jobs, activate HAM, then restart the scheduled FSM jobs

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-HAM

Question #: 30

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

- A. The software allocations remain with the hardware asset and need to be reclaimed manually.
- B. The software allocations are automatically returned back into inventory.
- C. The software allocations are removed from the asset, but not returned to inventory.
- D. The behavior is controlled by the configurable system property `glide.ham.retire_reclaim_sw()`.
- E. The behavior is controlled by the configurable system property `glide.ham.retire_sw()`.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 31

Topic #: 1

[\[All CIS-HAM Questions\]](#)

With regard to Contract Management notifications, what is the most important contract date to be aware of?

- A. Extend date
- B. Renew date
- C. Expire date
- D. Start date

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 32

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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.)

- A. Scanned
- B. Not found
- C. New
- D. Scanned and not expected
- E. Scanned and expected
- F. Expected and not found

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 33

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How can you automate the replenishment of stock levels?

- A. Transfer Rules
- B. Transfer Orders
- C. Stock Filters
- D. Stock Rules

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 34

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are baseline asset states? (Choose three.)

- A. In Stock
- B. Consumed
- C. Retired
- D. Duplicate
- E. Exported

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 35

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-HAM

Question #: 36

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which mobile app allows the user to conduct an inventory audit?

- A. ServiceNow Agent mobile app
- B. Mobile My Inventory
- C. Mobile Hardware Asset Management
- D. Mobile My Assets
- E. ServiceNow Inventory mobile app

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 37

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When running an asset audit, you receive the result of 10 "Scanned and expected" assets. What does this mean?

- A. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
- B. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
- C. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance.
- D. You scanned 10 assets in your inventory, but none of them were on your expected inventory list.

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 38

Topic #: 1

[\[All CIS-HAM Questions\]](#)

During an audit, when is the Expected Assets list populated in the asset audit form?

- A. When the nightly scheduled job runs
- B. When scanning completes
- C. When scanning begins
- D. Pre-populated by the asset manager before audit
- E. When the asset manager Submits the results

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 39

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are valid substates of the Retired state? (Choose four.)

- A. Disposed
- B. Donated
- C. Vendor Credit
- D. Destroyed
- E. Pending Disposal
- F. Sold

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 40

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When a stock manager receives a new delivery of consumables, what happens if all the following fields match another record in the stockroom?

- Assigned to
 - Model
 - Model category
 - State
 - Stockroom
 - Substate
-
- A. The stock manager must create a separate model record if the cost per item is more/less
 - B. The data is automatically merged to create a blended quantity and cost
 - C. The data is automatically created in a new record if the cost per item is more/less
 - D. The stock manager must merge the consumable records to create a blended quantity and cost

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 41

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How does an end user determine what consumables they have consumed?

- A. Navigate to Self-Service > My Consumables
- B. Navigate to Self-Service > My Assets
- C. Navigate to Asset > Hardware Asset Dashboard
- D. Navigate to Self-Service > My Hardware Asset Dashboard

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 42

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?

- A. Each asset should be listed as a transfer order line on the transfer order
- B. Each asset should be listed in a transfer order task on the transfer order
- C. Each asset should be listed as a transfer order line on the transfer order task
- D. Each asset should be listed in an individual transfer order

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 43

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What happens to the associated assets when you cancel a transfer order line on a transfer order?

- A. The asset(s) on the order line are released, but their state remains Pre-allocated
- B. The asset(s) on the order line are released and they can be attached to another transfer order
- C. All assets on the transfer order are released, but their state remains Pre-allocated
- D. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
- E. All assets on the transfer order are released and they can be attached to another transfer order

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 44

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When transferring non-consumable assets between stockrooms, how must they be transferred?

- A. In sets of two items
- B. No more than 10% of the source stockroom's inventory
- C. As a single entity with a quantity of one
- D. In groups of ten items

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 45

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When disposing of an IT asset through a vendor, what documentation should be attached to the retired asset's record as proof of adherence to environmental, regulatory, and legal requirements?

- A. Certificate of discharge
- B. Certificate of decommission
- C. Certificate of destruction
- D. Certificate of disposal
- E. Certificate of retirement

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 46

Topic #: 1

[\[All CIS-HAM Questions\]](#)

You may adjust a contract when it is in which of the following states? (Choose two.)

- A. Active
- B. Extended
- C. Canceled
- D. Expired
- E. Renewed

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 47

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which catalogs support the request and procurement process? (Choose three.)

- A. Product Catalog
- B. Vendor Catalog
- C. Asset Catalog
- D. Service Catalog
- E. Procurement Catalog

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 48

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 49

Topic #: 1

[\[All CIS-HAM Questions\]](#)

The Stock Rule Runner scheduled job replenishes stock in a stockroom_____.

- A. When stock is less than the threshold specified in the stock rule
- B. By creating a purchase orders to restock from other stockrooms
- C. By creating transfer orders to restock from other stockrooms
- D. By notifying the stockroom manager of new transfer orders

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 50

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When creating a list report that groups all assets by product model, which table is used?

- A. alm_asset
- B. alm_model
- C. alm_model_category
- D. alm_hardware

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 51

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 52

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When viewing the Model Management tab of the Hardware Asset dashboard, you see that several models are reported as Match Not Found. What are potential causes of this? (Choose three.)

- A. You have opted out of the Content Service
- B. The content is not available from the Content Service
- C. Your model form contains a good Model number, but a bad model Name
- D. Something on your model form may be badly formatted
- E. The content has not been downloaded from the Content Service

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 53

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are components of the asset request structure? (Choose three.)

- A. Procurement orders
- B. Transfer orders
- C. Stock order tasks
- D. Purchase orders
- E. Catalog tasks

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 54

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

- A. Help the asset manager generate reports
- B. Show the value from maintaining inventory
- C. Help the stock manager process transfer orders
- D. Show the value from bulk purchasing
- E. Help the asset manager process purchase orders

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 55

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What do certification filters define?

- A. The percentage of tasks required for the certification to be considered complete
- B. When the certification is performed
- C. The assets to be certified
- D. What fields are displayed for certification

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 56

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 57

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What information would you find on the End of Life tab of the Hardware Asset dashboard? (Choose two.)

- A. Hardware asset disposal status
- B. New hardware assets found by audits
- C. Hardware assets disposed (YTD)
- D. Consumable models up for End of Life

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 58

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 59

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the name of the scheduled job that generates expense lines based on rate cards?

- A. Process Daily Costs
- B. Process FM Costs
- C. Process Daily Allocations
- D. Process Expense Allocations

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 60

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How do you calculate residual value?

- A. Subtract the amortized value from the cost of the asset
- B. Subtract storage and lease cost from the cost of the asset
- C. Subtract the depreciation from the cost of the asset
- D. Subtract the salvage value from the cost of the asset

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 61

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Configuration items (CIs) track what type of information? (Choose two.)

- A. Financial
- B. Operational
- C. Lifecycle
- D. Contractual
- E. Relationship

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 62

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When does an asset's lifecycle begin?

- A. When an asset request is fulfilled
- B. Upon the asset deployment
- C. When the asset is procured
- D. Upon the asset's request

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 63

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 64

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

- A. Now Create pack
- B. Project pack
- C. Success pack
- D. Methodology pack
- E. Asset pack

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 65

Topic #: 1

[\[All CIS-HAM Questions\]](#)

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

- A. Discovery
- B. Cost Management
- C. Procurement
- D. Hardware Asset Management
- E. Data Certification
- F. Service Mapping
- G. Managed Documents

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 66

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are the four tiers of Capability Blueprint?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 67

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What core table requires migration when extending ITSM Asset Management with Hardware Asset Management?

- A. cmdb_model_category
- B. alm_hardware
- C. No migration is required
- D. alm_asset

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 68

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How could you quickly determine if you had the Hardware Asset Management (HAM) plugin installed on your instance?

- A. Check for the Hardware Assets module in the application navigator
- B. Check for the Hardware Asset Dashboard module in the application navigator
- C. Check for the Asset application in the application navigator
- D. Check for the Hardware Asset Management application in the application navigator

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 69

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A component is considered an IT asset when you want to: (Choose three.)

- A. Manage its procurement
- B. Know its relationships to a business service
- C. Track its operational information
- D. Track its incurred costs
- E. Manage its maintenance contracts

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 70

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which is NOT considered an asset?

- A. Websites
- B. Switches
- C. Routers
- D. Buildings
- E. Software entitlements

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 71

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 72

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are functions of the model category? (Choose two.)

- A. Model categories group consumables in the Product Catalog
- B. Model categories determine when to create assets from configuration items (CIs)
- C. Model categories group related assets in the Service Catalog
- D. Model categories provide the link between configuration management and asset management
- E. Model categories provide the link between procurement management and asset management

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 73

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When does hardware normalization run by default?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 74

Topic #: 1

[\[All CIS-HAM Questions\]](#)

For a model to be fully normalized, what must be added to the model record?

- A. Version
- B. Owner
- C. Manufacturer
- D. Model number

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 75

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 76

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

- A. IP address
- B. CPU
- C. Cost
- D. Operating system
- E. Memory

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 77

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Under which condition does the Now Platform NOT create an asset automatically?

- A. Configuration normalization
- B. Enforced CI verification
- C. Data synching
- D. Data justification
- E. Model characterization

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 78

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 79

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which key attribute in the model record does hardware model normalization use to normalize inconsistent manufactures and product names?

- A. Asset tag
- B. Display name
- C. Model category
- D. Model number
- E. Asset tracking unit

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 80

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

- A. Hardware Model Normalization (com.sn_hwnorm)
- B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
- C. Outbound Tracking (com.glide.outbound_tracking)
- D. Normalization Data Services Client (com.glide.data_services_canonicalization.client)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 81

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Hardware models may not be fully normalized until updated content is downloaded from the Hardware Model Normalization Content Service. How do you determine if the content has been downloaded?

- A. Determine if the business rule, Create a Hardware Normalization Download, has been triggered yet or not
- B. Review the Last updated date of the Central Data Service Download Status jobs on the Normalization and Content Service dashboard
- C. Review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard
- D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 82

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How do you prevent normalization information for a specific hardware model from being sent to the ServiceNow Content Service?

- A. Select Exclude from content service on the Normalization tab of the hardware model record
- B. Click the Exclude button on the hardware model record
- C. Click the Opt-out button on the hardware model record
- D. Select Opt-out from content service on the Normalization tab of the hardware model record

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 83

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

- A. Reduces manual intervention
- B. Reduces field agent training
- C. Increases data accuracy
- D. Reduces process cost
- E. Increases speed of updates

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 84

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A user's broken laptop is replaced via an incident. Upon completion, the Incident Management application triggers the swap/replace asset task. Which fields are automatically updated in the associated asset record? (Choose three.)

- A. Software allocations
- B. Maintenance contracts
- C. Depreciation values
- D. Related CI record
- E. Disposal information

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 85

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A transfer order is used to do what?

- A. Transfer an asset between vendors
- B. Move an asset to an external stockroom
- C. Move an asset between stockrooms
- D. Transfer an asset to a user

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 86

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What types of inventory audits are supported with the Hardware Asset Management (HAM) application? (Choose two.)

- A. Stockroom audit
- B. Vendor audit
- C. Location audit
- D. Discovery audit

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-HAM

Question #: 87

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are valid contract states? (Choose three.)

- A. Draft
- B. Active
- C. In use
- D. New
- E. Expired

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 88

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Stockroom C has seven Bluetooth keyboards with a total value of \$630. The asset manager procures two more of the same model keyboards for \$360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

- A. 110
- B. 180
- C. 63
- D. 90

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-HAM

Question #: 89

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

- A. Hardware Asset Management (HAM) and ServiceNow My Assets mobile app
- B. Hardware Asset Management (HAM) and Software Asset Management (SAM)
- 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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 90

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being audited?

- A. Identified assets
- B. Scanned assets
- C. Expected assets
- D. Labelled assets
- E. Inventoried assets

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 91

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What is the purpose of stock rules? (Choose two.)

- A. To automatically transfer assets when a low quantity threshold is detected in a stockroom
- B. To track stock orders from a vendor
- C. To send notifications when a low quantity threshold is detected in a stockroom
- D. To track stock movement between stockrooms
- E. To send notifications when a stock shipment arrives at a stockroom

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 92

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of an organization's assets are managed using stockrooms?

- A. All available stock, consumable or not
- B. Just consumable assets
- C. All hardware and software assets
- D. All disposable assets

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 93

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When using transform maps to transform imported hardware model data to your desired asset tables, what option do you set to uniquely identify the same asset in order to merge/update records?

- A. Coalesce
- B. Consolidate
- C. Unique identifier
- D. Unique source
- E. Unique target
- F. Combine

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 94

Topic #: 1

[\[All CIS-HAM Questions\]](#)

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

- A. 10 days before
- B. 1 week before
- C. 60 days before
- D. Day of expiration
- E. 90 days before
- F. 30 days before

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 95

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which of the following are valid contract states during a contract's lifecycle? (Choose four.)

- A. Draft
- B. Canceled
- C. Renewed
- D. Extended
- E. Active
- F. Renegotiated
- G. Expired

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 96

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What are the key steps for importing asset data? (Choose three.)

- A. Merge transform maps
- B. Run transform map
- C. Update transform map
- D. Create transform map
- E. Load data
- F. Consolidate data

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 97

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What must exist before a consumable can be consumed? (Choose three.)

- A. A stock order record
- B. A model record
- C. A transfer order record
- D. A model category record
- E. A consumable record

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 98

Topic #: 1

[\[All CIS-HAM Questions\]](#)

When using the HAM application, what happens when you create a new transfer order line on a transfer order?

- A. The asset(s) listed in the transfer order line are automatically transferred to the new stockroom
- B. The transfer order line is automatically placed in a state of Ready for fulfilment
- C. A transfer order line task is automatically created to move the transfer order line from one stage to another
- D. A transfer order line task is automatically created to validate enough stock exists
- E. The asset(s) listed in the transfer order line are automatically readied for shipment

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 99

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

- A. Mobile Asset App
- B. Mobile App
- C. Mobile ITAM App
- D. Mobile Agent App

Show Suggested Answer



Actual exam question from ServiceNow's CIS-HAM

Question #: 100

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Select the three main components of the data certification process. (Choose three.)

- A. Certify the certification
- B. Assign the certification tasks
- C. Create the certification filter
- D. Create the certification schedule
- E. Run the certification

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 101

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which catalog facilitates the ability to source from existing stock?

- A. Procurement Catalog
- B. Vendor Catalog
- C. Service Catalog
- D. Product Catalog

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 102

Topic #: 1

[\[All CIS-HAM Questions\]](#)

From where can you publish catalog items? (Choose two.)

- A. From the model category
- B. From an asset record
- C. From a user record
- D. From a vendor item
- E. From a model

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 103

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 104

Topic #: 1

[\[All CIS-HAM Questions\]](#)

An asset is manually created from a purchase order before it has been shipped by the supplier. By default, the state of the asset is set to:

- A. On order
- B. In use
- C. Awaiting delivery
- D. Pending transfer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 105

Topic #: 1

[\[All CIS-HAM Questions\]](#)

How often are the tabs in the Hardware Asset dashboard updated?

- A. Daily based on scheduled job
- B. Hourly
- C. In real time
- D. Every 15 minutes

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 106

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 107

Topic #: 1

[\[All CIS-HAM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 108

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

- A. Now Agent Mobile App
- B. Now Procurement App
- C. Now Mobile App
- D. Now Onboarding App

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 109

Topic #: 1

[\[All CIS-HAM Questions\]](#)

Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. What are the potential causes of this? (Choose three.)

- A. The hardware model content has not yet been downloaded from the Content Service
- B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
- C. Your hardware model form contains a good model number, but a badly formatted model name
- D. You have opted out of the ServiceNow Content Service
- E. A normalization rule for the hardware model does not exist in the Content Service

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 110

Topic #: 1

[\[All CIS-HAM Questions\]](#)

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

- A. Lease
- B. Delivery
- C. Spare parts
- D. Maintenance
- E. Storage

Show Suggested Answer





Actual exam question from ServiceNow's CIS-HAM

Question #: 111

Topic #: 1

[\[All CIS-HAM Questions\]](#)

A scheduled job runs nightly to determine if any rate cards need to be applied to generate expense lines. What is the name of the scheduled job?

- A. Process CM Costs
- B. Process Rate Cards
- C. Process FM Costs
- D. Process Expense Lines

Show Suggested Answer

