

Practice Exam Questions

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Certified Implementation Specialist
- Hardware Asset Management



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ServiceNow

Exam CIS-HAM

Certified Implementation Specialist - Hardware Asset Management

Version: 4.0

[Total Questions: 105]

Question No : 1

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

Answer: C

Question No : 2

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

Answer: A,C

Question No : 3

What is the third tier of the capability blueprint?

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

Answer: D

Question No : 4

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

Answer: A,B,D,E,G

Question No : 5

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

Answer: C

Question No : 6

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

Answer: D

Question No : 7

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

Answer: C

Question No : 8

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

Answer: A

Question No : 9

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

Answer: D

Question No : 10

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

Answer: B

Question No : 11

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

Answer: C

Question No : 12

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

Answer: D

Question No : 13

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

Answer: A,C

Question No : 14

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

Answer: B,C,D

Question No : 15

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

Answer: A,C,F

Question No : 16

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

Answer: C

Question No : 17

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

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

Answer: A,D,E,F

Question No : 18

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

Answer: C

Question No : 19

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

Answer: A,C,D

Question No : 20

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

Answer: C

Question No : 21

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

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

Answer: A,C

Question No : 22

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

Answer: A,B

Question No : 23

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

Answer: C

Question No : 24

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

Answer: A

Question No : 25

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