Vendor: ServiceNow

Exam Code:CIS-HAM

Exam Name: Certified Implementation Specialist - Hardware Asset Management

Version: Demo

QUESTION 1

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

Correct Answer: AC

QUESTION 2

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

Correct Answer: CDE

QUESTION 3

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

QUESTION 4

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().

Correct Answer: A

QUESTION 5

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

Correct Answer: DE

QUESTION 6

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

Correct Answer: C

QUESTION 7

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

Correct Answer: AE

QUESTION 8

Which catalog facilitates the ability to source from existing stock?

A. Procurement Catalog

B. Vendor Catalog

C. Service Catalog

D. Product Catalog

Correct Answer: C

QUESTION 9

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

Correct Answer: A

QUESTION 10

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

Correct Answer: D

QUESTION 11

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

Correct Answer: ABD

QUESTION 12

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

A. Delivery cost

B. Original cost

C. Depreciation expense

D. Operational expense

Correct Answer: AC