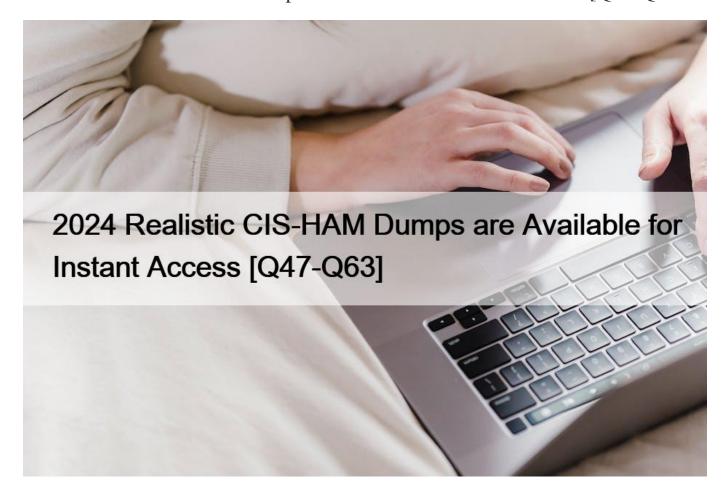# 2024 Realistic CIS-HAM Dumps are Available for Instant Access [Q47-Q63

2024 Realistic CIS-HAM Dumps are Available for Instant Access Download Exam CIS-HAM Practice Test Questions with 100% Verified Answers

To prepare for the exam, candidates can take the ServiceNow CIS-HAM training course, which is designed to help professionals understand the concepts and practices of Hardware Asset Management in ServiceNow. CIS-HAM course covers topics such as asset discovery, resource management, software compliance, and reporting. Candidates can also take practice tests and review the certification exam blueprint to get a better idea of the exam structure and content.

NO.47 Winch role allows you to allocate a resource?
* resource_user
* it_project_user
* business_stakertolder
* resource_manager
According to the ServiceNow Hardware Asset Management documents, the role that allows you to allocate a resource is the resource_manager role1.

The resource_manager role is a role that grants the user the ability to manage resources, such as hardware assets, consumables, and stockrooms, and to perform tasks related to resource allocation, reservation, transfer, and audit1.

The other roles that are not the correct answer are:

A: resource_user: This is a role that grants the user the ability to view and request resources, such as hardware assets and consumables, from the service catalog or the mobile app2.

B: it_project_user: This is a role that grants the user the ability to view and participate in IT projects, such as hardware asset refresh projects, and to track the progress, costs, and risks of the projects3.

C: business_stakeholder: This is a role that grants the user the ability to view and provide feedback on the business services and outcomes that are supported by the IT assets and resources4. References:

1: Resource Manager Role

2: Resource User Role

3: IT Project User Role

4: Business Stakeholder Role

NO.48 Which elements are provided by the hardware asset management content service? (Choose three.)
* Manufacturer lifecycle dates
* Cost
* Product warranty
* Manufacturer
* Model name
* Compatibles
According to the Hardware Asset Management documentation, the hardware asset management content service is a cloud-based service that provides normalized and enriched hardware model data to the ServiceNow platform, such as manufacturer name, model name, model number, and product lifecycle information.

The hardware asset management content service helps customers identify and manage their hardware assets more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates1.

The elements that are provided by the hardware asset management content service are as follows1:

Manufacturer lifecycle dates: The dates when the manufacturer stops selling, supporting, or servicing a hardware product.

Manufacturer: The name of the company that produces the hardware product.

Model name: The name of the hardware product, such as Dell Latitude E7450 or HP ProLiant DL380 Gen10.

Therefore, the correct answers are options A, D, and E, as they are the elements that are provided by the hardware asset management content service. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

NO.49 What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin?
(Choose three.)

* Hardware asset order
* Hardware bulk stock order
* Hardware swap order
* Hardware retire order
* Hardware deployment
* Hardware disposal

The Hardware Asset Management (HAM) plugin is a plugin that enables the Hardware Asset Management application, which helps to track and manage the end-to-end lifecycle of hardware assets, physical and consumable1.

The HAM plugin provides the following baseline asset lifecycle automation flows2:

Hardware asset order: This is a flow that automates the process of ordering new hardware assets from a vendor. It creates purchase orders, stock order tasks, and catalog tasks based on the asset requests and the stock rules2.

Hardware deployment: This is a flow that automates the process of delivering and installing hardware assets to the end users. It creates catalog tasks and updates the asset records and the configuration management database (CMDB) based on the stock order tasks and the asset reservations2.

Hardware disposal: This is a flow that automates the process of disposing of retired hardware assets through a vendor. It creates return merchandise authorization (RMA) records and updates the asset records and the CMDB based on the asset retirements and the vendor contracts2.

Therefore, the baseline asset lifecycle automation flows that are also options in the question are A. Hardware asset order, E. Hardware deployment, and F. Hardware disposal.

The other options that are not baseline asset lifecycle automation flows provided by the HAM plugin are:

B) Hardware bulk stock order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to create multiple stock order tasks for different hardware models at once3.

C) Hardware swap order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to swap a hardware asset with another hardware asset of the same model4.

D) Hardware retire order: This is not a baseline asset lifecycle automation flow, but a manual action that allows the user to retire a hardware asset and update its status and substatus. Reference:

1: Hardware Asset Management

2: Asset Lifecycle Automation Flows

3: Create a Bulk Stock Order

4: Swap a Hardware Asset

5: Retire a Hardware Asset

NO.50 Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?

* Mobile Asset App
* Mobile App
* Mobile ITAM App
* Mobile Agent App

NO.51 What plugin offers consistent, good, clean data for the company names of vendors or manufactures?
* Hardware Model Normalization (com.sn_hwnorm)
* Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
* Outbound Tracking (com.glide.outbound_tracking)
* Normalization Data Services Client (com.glide.data_services_canonicalization.client)
Explanation

The Normalization Data Services Client plugin enables you to use the Normalization Data Services (NDS) to provide consistent, good, clean data for the company names of vendors or manufacturers12.

The NDS is a cloud-based service that provides a comprehensive and up-to-date list of canonical company names for vendors and manufacturers, as well as other data such as product categories, models, and versions12.

The NDS helps you to avoid data duplication, inconsistency, and inaccuracy in your CMDB and asset management processes12.

The NDS integrates with the Hardware Model Normalization plugin, which standardizes the details of your hardware models by comparing them with the data from the Hardware Model Normalization Content Service13.

Therefore, the correct answer is D. Normalization Data Services Client

(com.glide.data_services_canonicalization.client), as this is the plugin that offers consistent, good, clean data for the company names of vendors or manufacturers.

References: 1: Normalization Data Services Client – Product Documentation: Tokyo – ServiceNow 2:

Normalization Data Services – ServiceNow 3: Hardware Model Normalization – Product Documentation:

Tokyo – ServiceNow

NO.52 When creating a stock rule that replenishes from a vendor, what is a primary requirement for the warehouse stockroom?
Choose 2 answers
* The stockroom must have an assigned manager
* The stockroom manager must have a valid email address
* The stockroom must have an assignment group
* The stockroom manager must have a valid time zone
* The stockroom manager must have a valid mobile phone
According to the ServiceNow Hardware Asset Management documentation, a stockroom is a location where assets are stored and managed. A stockroom must have an assigned manager who is responsible for overseeing the stockroom operations and inventory. The stockroom manager must have a valid email address to receive notifications and alerts related to the stockroom, such as low stock levels, stock transfers, and stock orders. The other options are not primary requirements for the warehouse stockroom. The stockroom does not need to have an assignment group, a valid time zone, or a valid mobile phone.

NO.53 What minimum role is required in order to use the Hardware Asset dashboard?
* asset
* asset_manager

* ham_user
* ham_admin
* inventory_admin

According to the ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path, the Hardware Asset dashboard is a feature that shows key metrics on your hardware and consumable models and assets for the entire asset life cycle.

The Hardware Asset dashboard is available with the Hardware Asset Management (HAM) application, which is a licensable application that provides advanced workflow, automation, and mobile capabilities to maintain your assets1.

To access the Hardware Asset dashboard, you need to have the ham_user role, which is the minimum role required to use the HAM application1.

The ham_user role grants you the permission to view and update hardware and consumable assets, transfer orders, disposal orders, and RMA requests1.

Therefore, the correct answer is option C, ham_user, as it is the minimum role required to use the Hardware Asset dashboard. References:

ServiceNow IT Asset Management (ITAM) Hardware Asset Management (HAM) learning path Hardware Asset Management documentation What is Hardware Asset Management?

NO.54 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

A stock rule is a record that defines the minimum and maximum quantity of a model or an asset in a stockroom12.

The Stock Rule Runner is a scheduled job that runs every hour and checks the stock levels of models and assets in stockrooms against the stock rules13.

If the stock level of a model or an asset is less than the minimum quantity specified in the stock rule, the Stock Rule Runner creates a stock order to replenish the stock from another stockroom or from a vendor13.

Therefore, the correct answer is A. When stock is less than the threshold specified in the stock rule.

NO.55 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.)
* The hardware model content has not yet been downloaded from the Content Service
* Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service
* Your hardware model form contains a good model number, but a badly formatted model name
* You have opted out of the ServiceNow Content Service
* A normalization rule for the hardware model does not exist in the Content Service

* Hardware model normalization is a feature that enables users to normalize the details, such as manufacturer, product, model, and device type, of hardware and consumable models1

* Hardware model normalization uses the data from the models and compares it against the data in the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized and enriched information about hardware models1

* Hardware model normalization sets the normalized display name for each model record based on three attributes: Name, Manufacturer, and Model number2

* The Model Management tab of the Hardware Asset dashboard shows the status of the hardware models in the Product Catalog, such as Matched, Match Not Found, or Not Normalized3

* Several of your models are listed as Match Not Found on the Model Management tab of the Hardware Asset dashboard. This means that the normalization process could not find a matching rule in the Content Service for those models3

* The potential causes of this are34:

* The hardware model content has not yet been downloaded from the Content Service. The Content Service is updated periodically with new and updated rules for hardware models. You need to download the latest content from the Content Service to ensure that your models are normalized with the most accurate and complete information. You can download the content manually or schedule it to run automatically.

* Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service. The three key fields are Name, Manufacturer, and Model number. If any of these fields are missing, incorrect, or inconsistent with the data in the Content Service, the normalization process will fail to find a matching rule. You need to review and correct the data in these fields to ensure that they match the data in the Content Service.

* A normalization rule for the hardware model does not exist in the Content Service. The Content Service may not have a rule for some hardware models, especially if they are new, rare, or custom-made. In this case, you can create a custom rule for the hardware model in the Hardware Model Normalization Rules module, or submit a request to the Content Service team to add a rule for the hardware model.

References: 1: Hardware Model Normalization – ServiceNow 2: Set the normalized display name – ServiceNow 3: Model Management tab – ServiceNow 4: Troubleshoot hardware model normalization – ServiceNow

NO.56 Publishing an item to the Service Catalog can be done by using the “Publish to Hardware Catalog” related link in:
* Product Catalog
* Inventory Catalog
* Asset Catalog
* Supplier Catalog
Explanation

The Product Catalog is a table that contains all the hardware and consumable models that are available in your organization12.

The Service Catalog is a portal that allows users to browse and request items and services that are approved by the IT department13.

Publishing an item to the Service Catalog means making it visible and available for users to request13.

To publish an item to the Service Catalog, you need to use the “Publish to Hardware Catalog” related link in the Product Catalog1 .

This related link creates a catalog item for the selected model and adds it to the Hardware Catalog category in the Service Catalog1 .

Therefore, the correct answer is A. Product Catalog, as this is where you can use the “Publish to Hardware Catalog”

related link to publish an item to the Service Catalog.

References: 1: Use a hardware asset request flow – ServiceNow 2: Hardware Asset Inventory Management – ServiceNow 3: Service Catalog – Product Documentation: Tokyo – ServiceNow : Publish models to the hardware or software catalog – ServiceNow

NO.57 What critical information should be tracked for your contracts? (Choose two.)
* Who purchased the assets
* What each contract costs
* What needs to be cancelled
* What assets each contract covers

According to the ServiceNow Hardware Asset Management overview document1, contracts are records that define the terms and conditions for the acquisition, maintenance, or disposal of assets1. They can include information such as vendor, start date, end date, cost, and renewal options1.

According to the ServiceNow Data Sheet on Contract and Renewal Management2, some of the critical information that should be tracked for contracts are2:

What each contract costs: This information helps users to monitor and optimize the total cost of ownership (TCO) of their assets, as well as to plan and budget for future contract renewals or negotiations2.

What assets each contract covers: This information helps users to identify and manage the assets that are under contract, such as software licenses, hardware devices, or enterprise assets2. It also helps users to align their asset investments to their business outcomes and avoid penalties or service disruptions2.

The other options are not critical information that should be tracked for contracts. Who purchased the assets and what needs to be cancelled are not relevant to the contract management process, as they do not affect the contract terms, conditions, or performance2.

Reference:

1: Hardware Asset Management overview – ServiceNow – Now Support

2: Contract and renewal management – ServiceNow

NO.58 Under which condition does the Now Platform NOT create an asset automatically?
* Configuration normalization
* Enforced CI verification
* Data synching
* Data justification
* Model characterization
Explanation

According to the ServiceNow Hardware Asset Management documentation, the Now Platform can create an asset automatically under the following conditions1:

Configuration normalization: When a configuration item (CI) is normalized, the platform creates a corresponding asset if it does not exist.

Enforced CI verification: When an asset is verified, the platform creates a corresponding CI if it does not exist.

Data synching: When an asset or a CI is updated, the platform synchronizes the data between the two records.

Model characterization: When a model is characterized, the platform creates an asset for each CI that belongs to that model.

Data justification is not a condition that triggers automatic asset creation. Data justification is a process of validating and correcting the data quality of assets and CIs2. References:

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Data justification

NO.59 Which ServiceNow Mobile app provides end users visibility to their assigned hardware and consumable assets?
* Mobile Asset App
* Mobile App
* Mobile ITAM App
* Mobile Agent App

NO.60 When does hardware normalization run by default?
* On an hourly basis
* On a daily basis
* Every 12 hours
* Upon saving
Explanation

Hardware normalization is the process of standardizing the details of your hardware models, such as manufacturer, product, model, and device type, by comparing them with the data from the Hardware Model Normalization Content Service12.

Hardware normalization runs by default on an hourly basis, as part of the Stock Rule Runner scheduled job13.

The Stock Rule Runner job also checks the stock levels of your models and assets in stockrooms and creates stock orders to replenish them if they are below the minimum quantity specified in the stock rules13.

Therefore, the correct answer is A. On an hourly basis, as this is the default frequency of the hardware normalization process.

References: 1: Hardware Model Normalization – Product Documentation: Tokyo – ServiceNow 2: Hardware Asset Inventory Management – ServiceNow 3: Stock Rules in ServiceNow – GlideFast ServiceNow

NO.61 How does an end user determine what consumables they have consumed?
* Navigate to Self-Service > My Consumables
* Navigate to Self-Service > My Assets
* Navigate to Asset > Hardware Asset Dashboard
* Navigate to Self-Service > My Hardware Asset Dashboard
Explanation

Consumables are hardware assets that are not tracked individually, but as a quantity of items in a stockroom, such as keyboards, mice, cables, etc.1 When a stock manager receives a new delivery of consumables, they can use the Mobile Asset Receiving feature to scan the barcode of the purchase order and receive multiple assets against it using a mobile device2 If the received consumables match another record in the stockroom based on the following fields:

Assigned to, Model, Model category, State, Stockroom, and Substate, then the data is automatically merged to create a blended

quantity and cost3 This means that the system calculates the average cost per item and the total quantity of the consumables in the stockroom, and updates the existing record accordingly3 This feature helps to reduce duplicate records and simplify inventory management of consumables3 References: 1: Hardware Asset Management – ServiceNow 2: [Mobile Asset Receiving – ServiceNow] 3:

[Consumable Hardware Assets – ServiceNow]

NO.62 When using transfer orders to move multiple assets from a single stockroom to another, how should each asset be listed?
* Each asset should be listed as a transfer order line on the transfer order
* Each asset should be listed in a transfer order task on the transfer order
* Each asset should be listed as a transfer order line on the transfer order task
* Each asset should be listed in an individual transfer order
Explanation

A transfer order is a record of all asset transfers that happen to and from company-owned stockrooms12.

A transfer order task is a record of the work required to complete a transfer order1.

To create a transfer order, you need to specify the source and destination stockrooms, the transfer date, and the transfer order lines1.

A transfer order line is a record of an individual asset or a model that is being transferred1.

To add assets to a transfer order, you need to create a transfer order task and then add transfer order lines to the task1.

Each asset that is being transferred should be listed as a transfer order line on the transfer order task1.

References: 1: Use a hardware asset request flow – ServiceNow 2: Introduction to Transfer Orders in ServiceNow – GlideFast ServiceNow

NO.63 What original costs are involved in purchasing an asset and putting it into use? (Choose three.)
* Lease
* Delivery
* Spare parts
* Maintenance
* Storage
* According to the ServiceNow Hardware Asset Management overview document1, the total cost of ownership (TCO) of an asset is the sum of all direct and indirect costs incurred throughout its lifecycle, from acquisition to disposal1.

* The original costs are the costs involved in purchasing an asset and putting it into use, such as lease, delivery, and spare parts12.

* Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time12. Lease costs can vary depending on the terms and conditions of the contract, such as duration, frequency, and interest rate2.

* Delivery is the cost of transporting or shipping an asset from the vendor or the warehouse to the end user or the location where it will be used12. Delivery costs can include fees, taxes, customs, and insurance2.

* Spare parts are the cost of purchasing or stocking additional or replacement parts for an asset in case of failure, damage, or wear and tear12. Spare parts costs can depend on the availability, quality, and compatibility of the parts2.

* The other options are not original costs, but rather ongoing or disposal costs. Maintenance is the cost of repairing, servicing, or

upgrading an asset to keep it in good working condition12. Storage is the cost of storing an asset that is not in use or waiting for disposal12.

References:

* 1: Hardware Asset Management overview – ServiceNow – Now Support

* 2: Asset Management – ServiceNow – Now Support

The CIS-HAM certification exam covers various topics such as Hardware Asset Management Best Practices, Asset Procurement and Receiving, Asset Deployment, Asset Maintenance, Asset Retirement, and Asset Reporting. CIS-HAM exam is designed to test a professional's knowledge of these topics and their ability to implement hardware asset management solutions on the ServiceNow platform.

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