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NEW QUESTION: 1

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 (LEAVE A REPLY)

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

NEW QUESTION: 2

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 (LEAVE A REPLY)

Transform maps are used to transform imported hardware model data from an import set table to a target table, such as the Product Catalog or the Asset table¹ Coalesce is an option that you can set on a field mapping to uniquely identify the same asset in order to merge or update records² Coalesce means that the field is used as a unique key. If a match is found using the coalesce field, the existing record is updated with the imported information. If no match is found, a new record is inserted² Coalesce helps to prevent duplicate records and ensure data consistency² You can set coalesce on one or more fields in a transform map, but at least one coalesce field is required² The other options, B. Consolidate, C. Unique identifier, D. Unique source, E. Unique target, and F. Combine, are not valid options for setting the unique identification of assets in transform maps

NEW QUESTION: 3

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

Answer: C,D,E (LEAVE A REPLY)

According to the Hardware Asset Management page, the three tiers of Lifecycle Management are:

Know what you have: This tier involves tracking and managing the end-to-end lifecycle of all your hardware assets, physical and consumable, on a single system of action.

Improve management controls: This tier involves aligning hardware investments to business outcomes, and quickly identifying and mitigating technology risks such as tech debt, regulatory audits, and lost assets.

Improve efficiency: This tier involves improving efficiencies and simplifying every stage of the asset lifecycle with prescriptive workflows and tasks, normalizing hardware to maintain a clean CMDB, and getting actionable insights to minimize waste and strategize for asset refreshes.

These three tiers correspond to the options C, D, and E in the question.

The options A and B are not part of the Lifecycle Management framework, and are not mentioned in the ServiceNow Hardware Asset Management documents. References:

Hardware Asset Management

What is Hardware Asset Management?

Your asset lifecycle: How to manage it all

NEW QUESTION: 4

To access the full spectrum of asset management functionality, which inactive plugins should be installed?

(Choose five.)

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

Answer: B,C,D,F,G (LEAVE A REPLY)

NEW QUESTION: 5

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

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

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 6

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

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

Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 7

Which view displays metrics to the user to indicate when they are due for a refresh based on the scheduled retirement of their assets?

- A. Homepage
- B. Home
- C. Overview
- D. My Assets

Answer: (SHOW ANSWER)

The Overview view is a dashboard that displays metrics and charts related to the hardware assets in your organization.

The Overview view shows the following information:

The total number of hardware assets, their status, and their lifecycle stage.

The number of assets that are due for refresh, retired, or disposed in the current year, quarter, or month.

The refresh rate and the refresh cost of the hardware assets.

The asset age distribution and the asset model distribution.

The asset compliance status and the asset certification status.

To access the Overview view, you need to have the sn_ham.user role or the sn_ham.admin role.

To access the Overview view, navigate to Hardware Asset Management > Overview.

References:

Overview

Hardware Asset Management roles

NEW QUESTION: 8

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 9

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

Answer: (SHOW ANSWER)

According to the ServiceNow Hardware Asset Management documentation, ITAM personas and ITAM roles are different concepts that relate to the types and access of users of the product. The difference between them are as follows:

ITAM personas are user profiles that represent the typical users of the ITAM product and their business needs. They are not tied to any specific role or permission, but rather describe the goals, challenges, and expectations of the users. For example, some of the ITAM personas are IT Asset Manager, IT Asset Analyst, IT Procurement Manager, and IT Finance Manager¹.

ITAM roles are access controls that determine what features and functions a user can access in the ITAM product. They are assigned to users or groups based on their responsibilities and tasks. They can also be combined to grant multiple levels of access to a user. For example, some of the ITAM roles are asset, asset_admin, asset_tagging, and procurement².

Therefore, a user may have multiple roles, but a single persona (A), roles control access to features in the product (B), personas represent types of users of the product, and a user may have multiple roles and personas (F) are the correct statements that describe the difference between ITAM personas and ITAM roles. Reference:

1: ITAM personas 2: ITAM roles

NEW QUESTION: 10

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

Answer: (SHOW ANSWER)

A transfer order is a document that records the movement of assets from one location to another¹.

A transfer order line is a record that specifies the quantity and type of assets to be transferred¹.

When you cancel a transfer order line, the associated assets are released from the transfer order and their state changes from Pre-allocated to Available¹.

The released assets can then be attached to another transfer order or used for other purposes¹. References:

Transfer orders - Product Documentation: Rome - ServiceNow

NEW QUESTION: 11

What are the four tiers of Capability Blueprint?

A. Trustworthy Data, Practical Management, Process Integration, Business Alignment

B. Trustworthy Data, Practical Management, Operational Integration, Strategic Conformance

C. Trustworthy Data, Lifecycle Management, Process Integration, Strategic Conformance

D. Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment

Answer: B (LEAVE A REPLY)

NEW QUESTION: 12

For advanced risk assessment, risk response can be handled in the following ways:
(Choose two.)

A. Create multiple risk response tasks Most Voted

B. Skipped entirely based on attributes defined in the RAM

C. Must create a mitigation response task

D. Must create at least one risk response task

Answer: A,D (LEAVE A REPLY)

According to the ServiceNow Hardware Asset Management documentation, advanced risk assessment is a process of identifying, analyzing, and evaluating the risks associated with hardware assets and configuration items (CIs) in the configuration management database (CMDB)¹. Advanced risk assessment uses the Advanced Risk Assessment engine, which is built to address risk through an integrated risk framework². The advanced risk assessment process consists of the following steps¹:

Create a risk assessment scope: This step defines the scope and criteria of the data to be assessed, such as the asset class, category, or attribute. The risk assessment scope also specifies the frequency and duration of the assessment.

Create a risk assessment schedule: This step determines when and how often the assessment runs, based on the risk assessment scope. The risk assessment schedule also defines the assessment owner, who is responsible for overseeing the assessment process and approving the results.

Assign the assessment tasks: This step assigns the assessment tasks to the appropriate assessors, who are the users or groups who have the knowledge and authority to evaluate and update the data. The assessment tasks can be assigned manually or automatically, based on predefined rules or workflows.

Run the assessment: This step executes the assessment process, which involves sending notifications and reminders to the assessors, displaying the data to be assessed in a user-friendly interface, allowing the assessors to review and modify the data, and tracking the progress and status of the assessment tasks.

Review the assessment results: This step allows the assessment owner to verify and approve the results of the assessment, before applying the changes to the CMDB. The

assessment owner can also view the risk scores, risk indicators, and risk heat maps of the assessed data.

Handle the risk response: This step involves creating and managing risk response tasks to address the identified risks. Risk response tasks are records that track the actions taken to mitigate, transfer, avoid, or accept the risks. Risk response tasks can be created manually by the assessment owner or automatically by the system based on predefined rules or workflows.

For advanced risk assessment, risk response can be handled in the following ways:

Create multiple risk response tasks: This option allows the assessment owner to create more than one risk response task for each assessed data, depending on the complexity and severity of the risk. For example, the assessment owner can create a mitigation task to reduce the impact or likelihood of the risk, and a transfer task to shift the responsibility or ownership of the risk to another party³.

Create at least one risk response task: This option requires the assessment owner to create at least one risk response task for each assessed data, regardless of the complexity and severity of the risk. This ensures that every risk is addressed and documented in the system³.

The other options are not correct because:

Skipped entirely based on attributes defined in the RAM: This option is not a valid way to handle risk response for advanced risk assessment. The RAM (Risk Assessment Matrix) is a tool that helps to calculate the risk score and risk indicator of the assessed data, based on the impact and likelihood attributes defined in the risk assessment scope¹. The RAM does not determine whether to skip the risk response or not.

Must create a mitigation response task: This option is not a mandatory way to handle risk response for advanced risk assessment. A mitigation response task is one of the possible types of risk response tasks, but not the only one. Depending on the risk appetite and strategy of the organization, the assessment owner can choose other types of risk response tasks, such as transfer, avoid, or accept³.

Reference:

ServiceNow Hardware Asset Management: Advanced Risk Assessment

ServiceNow Hardware Asset Management: Risk response tasks

ServiceNow Hardware Asset Management: ServiceNow Risk Management

NEW QUESTION: 13

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- A. Python
- B. Regex
- C. sed/awk
- D. JavaScript

Answer: B (LEAVE A REPLY)

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow¹².

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers¹².

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent¹².

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code¹².

A flow can be activated or deactivated, versioned, and published to make it available for use¹².

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs¹². References:

Flow Designer

Service Catalog Request Fulfillment

NEW QUESTION: 14

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

Answer: A,D (LEAVE A REPLY)

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices¹².

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app³⁴.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app³⁴.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

Reference:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile - Now Platform

- 3: ServiceNow Product Documentation: Now Mobile App
- 4: ServiceNow Product Documentation: Mobile Agent App
- [5]: ServiceNow Product Documentation: Reclamation
- [6]: ServiceNow Product Documentation: Consumables

NEW QUESTION: 15

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

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

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 16

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

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 17

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: D (LEAVE A REPLY)

Explanation

The Capability Blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity. It consists of four tiers that represent the key capabilities and outcomes of effective hardware asset management:

Trustworthy Data: This is the foundation of hardware asset management, which ensures that the data about the assets is accurate, complete, consistent, and normalized. It involves discovering, importing, reconciling, and validating the asset data from multiple sources, and maintaining a clean and central system of record in the CMDB.

Lifecycle Management: This is the core of hardware asset management, which covers the end-to-end processes and tasks for managing the assets throughout their lifecycle stages, from request to retire. It involves automating the workflows for asset fulfillment, deployment, monitoring, maintenance, and disposal, and optimizing the asset utilization and performance.

Operational Integration: This is the extension of hardware asset management, which connects the asset data and processes with other IT and business functions, such as service management, financial management, security management, and vendor management. It involves aligning the asset management objectives and policies with the organizational goals and standards, and enhancing the service delivery and customer satisfaction.

Business Alignment: This is the elevation of hardware asset management, which leverages the asset data and processes to support strategic decision making and business outcomes, such as cost reduction, risk mitigation, compliance improvement, and value creation. It involves analyzing the asset data and trends, reporting the asset performance and value, and planning the asset refresh and innovation.

References:

Hardware Asset Management - Customer Success - ServiceNow, which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

Hardware Asset Management - ServiceNow, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application, including the Capability Blueprint framework.

NEW QUESTION: 18

What are the three types of catalogs in ServiceNow? (Choose three.)

- A.** Service Catalog
- B.** Asset Catalog
- C.** Vendor Catalog
- D.** Product Catalog

E. Consumable Catalog

Answer: B,C,D (LEAVE A REPLY)

NEW QUESTION: 19

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

Answer: (SHOW ANSWER)

Explanation

A is correct because opting out of the ServiceNow Content Service for specific models means that the customer does not share unnormalized software installation data with ServiceNow for those models.

Therefore, the customer does not receive automatic content updates based on their unique software installation footprint for those models. This may result in lower software recognition rates and less accurate asset inventory and compliance reports¹² B is not correct because opting out of the ServiceNow Content Service for specific models does not affect the sharing of unnormalized software installation data for other models. The customer still receives automatic content updates for those models that are not opted out¹² C is not correct because opting out of the ServiceNow Content Service for specific models does not change the encryption status of the unnormalized software installation data. The data is always encrypted before being sent to the ServiceNow Content Service, regardless of whether the customer opts out or not¹³ D is not correct because opting out of the ServiceNow Content Service for specific models does not prevent the customer from receiving Content Library updates. The customer still receives weekly updates of the Content Library, which contains mapping rules and patterns for software and hardware recognition. However, the updates may be less applicable to the customer's unique software and hardware installation footprint for the models that are opted out¹²

References: 1: Software Asset Management Content Service 2: Content Library for IT Asset Management - ServiceNow 3: Software Asset Management Content Service security

NEW QUESTION: 20

Taxes paid at the time of purchase are what type of cost?

- A. Original Cost
- B. Operating Expense
- C. Operating Cost
- D. Capital Expense

Answer: A (LEAVE A REPLY)

According to the ServiceNow Hardware Asset Management documentation, original cost is the amount paid to acquire an asset, including any taxes, fees, shipping, installation, or other expenses directly related to the purchase. Original cost is used to calculate depreciation and amortization of an asset over its useful life. The other options are not the type of cost that taxes paid at the time of purchase are. Operating expense, operating cost, and capital expense are different ways of classifying the costs of using and maintaining an asset after it is purchased.

NEW QUESTION: 21

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

What is the preferred method of parsing in the Transform/Compose step of an event rule?

- A. Python
- B. Regex
- C. sed/awk
- D. JavaScript

Answer: B ([LEAVE A REPLY](#))

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow¹².

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers¹².

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent¹².

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code¹².

A flow can be activated or deactivated, versioned, and published to make it available for use¹².

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs¹². Reference:

Flow Designer

Service Catalog Request Fulfillment

NEW QUESTION: 23

Once a Catalog Item has been requested, what mechanism determines the approvals, and tasks that are triggered in the application?

- A. Processes
- B. Flows
- C. Procedures
- D. Actions
- E. Scripts

Answer: ([SHOW ANSWER](#))

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is the flow¹².

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers¹².

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent¹².

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code¹².

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A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs¹². References:

Flow Designer

Service Catalog Request Fulfillment

NEW QUESTION: 24

What is the third tier of the capability blueprint?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

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

- A. Hardware nearing end of warranty

- B. Hardware model normalization status
- C. Hardware expenditure by vendor
- D. Hardware models up for end of life
- E. New hardware assets found by audits
- F. Requests that require sourcing

Answer: C,F (LEAVE A REPLY)

The Procurement tab of the Hardware Asset dashboard is a graphical representation of the hardware asset procurement across the enterprise¹.

The Procurement tab provides the following information¹:

Hardware expenditure by vendor: This shows the total amount spent on hardware assets from each vendor in the current fiscal year. This helps to analyze the vendor performance and negotiate better contracts.

Requests that require sourcing: This shows the number and status of asset requests that need to be fulfilled by purchasing new hardware assets from a vendor. This helps to prioritize the procurement activities and optimize the inventory levels.

Therefore, the information that are also options in the question are C. Hardware expenditure by vendor and F. Requests that require sourcing.

The other options that are not information on the Procurement tab are:

Hardware nearing end of warranty: This is an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that are nearing or have expired their warranty period¹.

Hardware model normalization status: This is an information on the Normalization tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are normalized or not normalized¹.

Hardware models up for end of life: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware models that are approaching or have reached their end of life date¹.

New hardware assets found by audits: This is also an information on the Inventory tab of the Hardware Asset dashboard. This shows the number and percentage of hardware assets that were discovered by the asset inventory audit process but were not previously recorded in the CMDB¹. References:

¹: Hardware Asset Dashboard

NEW QUESTION: 26

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

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

Answer: C (LEAVE A REPLY)

Explanation

ServiceNow Hardware Model Normalization enables users to normalize the details, such as manufacturer, product, model, and device type, of your hardware and consumable models. Normalization aligns assets under a common display name based on the product's unique model number. ServiceNow uses the United Nations Standard Products and Services Code (UNSPSC) as the global standard for product recognition during hardware model normalization. UNSPSC is a hierarchical classification of products and services that provides a common language for exchange of information across markets and countries.

References: Automation Simplifies Hardware Asset Management, Work with hardware normalization, Hardware Model Normalization

NEW QUESTION: 27

Delegated Developers are granted access only to what in which they are working?

- A. Interfaces
- B. APIs
- C. Instances
- D. Scopes

Answer: D (LEAVE A REPLY)

Delegated Developers are granted access only to scopes in which they are working¹. A scope is a set of application files and data that are isolated from other applications on the same instance².

Scopes allow developers to create and modify applications without affecting the functionality or security of other applications or the platform².

Delegated Developers can be assigned developer permissions for specific scopes by an application administrator or a system administrator¹. These permissions determine what types of files and data they can access and modify within the scope¹.

Delegated Developers can also request cross-scope access to access resources from another scope, which must be approved or denied by the owner of the target scope¹.

Delegated Developers do not have access to interfaces, APIs, or instances, unless they are explicitly granted by an administrator or a cross-scope request¹. References:

1: Delegated Development - Product Documentation: San Diego - ServiceNow

2: Application Scoping - Product Documentation: San Diego - ServiceNow

NEW QUESTION: 28

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

Answer: E (LEAVE A REPLY)

A blind audit is a type of inventory audit that does not provide any information about the expected assets in a location. The auditor scans all the assets in the location and compares them with the records in ServiceNow¹.

To perform a blind audit, you need the Hardware Asset Management (HAM) application, which enables you to manage the lifecycle of your hardware assets, and the ServiceNow Agent mobile app, which allows you to scan asset tags and barcodes using your mobile device².

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits³.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits⁴.

The ITSM Asset Management application is used to track the financial, contractual, and inventory details of hardware and devices, not to perform audits. References:

1: Audit your inventory - Product Documentation: San Diego - ServiceNow

2: Enterprise Asset Inventory Management - ServiceNow

3: My Assets mobile app - Product Documentation: San Diego - ServiceNow

4: Software Asset Management - ServiceNow

5: IT Asset Management - ServiceNow

NEW QUESTION: 29

What are types of assets? (Choose four.)

A. Model

B. Software entitlement

C. Hardware

D. Consumable

E. Stockroom

F. Facility

Answer: A,B,C,D (LEAVE A REPLY)

An asset is a record that represents any tangible or intangible object that is tracked by the organization¹².

There are different types of assets, depending on their nature, usage, and lifecycle¹².

The types of assets are¹²:

Model: A model is a record that defines the common attributes and specifications of a group of assets, such as manufacturer, product, category, and device type¹². For example, Dell Latitude E7450 is a model of a laptop.

Software entitlement: A software entitlement is a record that defines the rights and obligations of using a software product, such as license type, quantity, expiration date, and cost¹³. For example, Microsoft Office 365 is a software entitlement that grants access to various

NEW QUESTION: 30

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

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 31

What do certification filters define?

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

Answer: B (LEAVE A REPLY)

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NEW QUESTION: 32

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

Answer: D (LEAVE A REPLY)

The content update refers to the Hardware Model Normalization Content Service, which is a feature that enables users to normalize the details of their hardware and consumable models by comparing them against the data in the content service¹.

The content service provides hardware lifecycle data, such as end-of-life (EOL), end-of-support (EOS), and end-of-availability (EOA) dates, for the normalized models².

Once the content update adds hardware lifecycle data to your instance, you can delete or deactivate the models that you do not need or use³.

To delete a model, you can navigate to Hardware Asset Management > Model Management > Hardware Models, select the model you want to delete, and click Delete³.

To deactivate a model, you can navigate to Hardware Asset Management > Model Management > Hardware Models, select the model you want to deactivate, and uncheck the Active box³. References:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Content Library for IT Asset Management - ServiceNow

3: Hardware Asset Management - ServiceNow Docs

NEW QUESTION: 33

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

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

Answer: D (LEAVE A REPLY)

Explanation

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

Hardware model normalization uses the data from the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized information for thousands of hardware models¹.

The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number¹².

The model number is a unique identifier for a specific product or model that is assigned by the manufacturer¹². It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services²³. Hardware model normalization compares the model number of the model record with the model number of the Hardware Model Normalization Content Service record and updates the model record with the normalized information, such as display name, manufacturer, product, and device type¹².

The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display name, the model category, and the asset tracking unit are either not unique or not based on the UNSPSC.

References:

- 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow
- 2: Hardware Asset Management overview - ServiceNow - Now Support
- 3: Product Documentation | ServiceNow
- 4: Automation Simplifies Hardware Asset Management - ServiceNow Blog

NEW QUESTION: 34

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

Answer: (SHOW ANSWER)

According to the Hardware Asset Management documentation, a transfer order is a record that tracks the movement of assets from one stockroom to another.

A transfer order line is a record that specifies the quantity and type of assets to be transferred, as well as the source and destination stockrooms¹.

When using the HAM application, what happens when you create a new transfer order line on a transfer order is that a transfer order line task is automatically created to move the transfer order line from one stage to another¹.

A transfer order line task is a record that tracks the progress of the transfer order line through the following stages¹:

Requested: The transfer order line is created and waiting for approval.

Approved: The transfer order line is approved and ready for fulfilment.

Fulfilled: The transfer order line is fulfilled and the assets are shipped from the source stockroom.

Received: The transfer order line is received and the assets are checked in at the destination stockroom.

Closed: The transfer order line is closed and the transfer is complete.

Therefore, the correct answer is option C, a transfer order line task is automatically created to move the transfer order line from one stage to another, as it describes what happens when you create a new transfer order line on a transfer order. Reference:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION: 35

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

Answer: B,D,E (LEAVE A REPLY)

A consumable is a type of asset that is used up or depleted over time, such as printer cartridges, paper, or batteries¹.

Before a consumable can be consumed, it must have a model record, a model category record, and a consumable record in ServiceNow².

A model record defines the attributes of a consumable, such as its name, manufacturer, cost, and quantity².

A model category record specifies the type of consumable, such as office supplies, hardware, or software².

A consumable record tracks the current stock level, location, and status of a consumable².

A stock order record is used to request new consumables from a vendor or supplier, but it is not required before a consumable can be consumed³.

A transfer order record is used to move consumables from one location to another, but it is not required before a consumable can be consumed⁴. Reference: 1: Consumables -

Product Documentation: Vancouver - ServiceNow 2: Create a consumable model - Product Documentation: Vancouver - ServiceNow 3: Create a stock order - Product

Documentation: Vancouver - ServiceNow 4: Create a transfer order - Product

Documentation: Vancouver - ServiceNow

NEW QUESTION: 36

Which role allows you to allocate a resource?

- A. resource_user
- B. it_project_user
- C. business_stakertolder

D. resource_manager

Answer: D (LEAVE A REPLY)

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

NEW QUESTION: 37

When working in conjunction with a Field Service Management (FSM) change task, what feature removes the need to manually update the asset record associated to the task?

A. CI update flow

B. Asset inventory

C. Scheduled job

D. Asset task

E. On-demand job

Answer: D (LEAVE A REPLY)

A field service management (FSM) change task is a task that is created from a change request and assigned to a field service agent to perform work on a configuration item (CI) or an asset¹.

An asset task is a task that is created from an asset record and linked to an FSM change task to track the work done on the asset².

When an asset task is completed, the asset record associated to the task is automatically updated with the latest information, such as location, status, assignment group, assigned to, and so on².

This feature removes the need to manually update the asset record after completing the FSM change task, saving time and ensuring accuracy².

NEW QUESTION: 38

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

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 39

What are the main purposes of transfer order line tasks? (Choose two.)

- A. To help track service levels and the time frame needed to complete a transfer order
- B. To move transfer order lines from one stage to another
- C. To help track the total number of assets moved from one stockroom to another
- D. To automate reordering of consumables as they are consumed by users
- E. To move transfer orders from one stage to another

Answer: [A,B \(LEAVE A REPLY\)](#)

According to the ServiceNow Product Documentation on Transfer Orders¹, transfer orders are records that define the movement of assets from one stockroom to another¹. They can be used to replenish the stock of assets, fulfill asset requests, or relocate assets¹.

According to the ServiceNow Product Documentation on Transfer Order Line Tasks², transfer order line tasks are records that define the actions that need to be performed for each transfer order line². A transfer order line is a record that defines the quantity and model of the assets that are being transferred¹.

The main purposes of transfer order line tasks are²:

To help track service levels and the time frame needed to complete a transfer order:

Transfer order line tasks have a due date and a state that indicate the progress and completion of the transfer order line. They also have a priority and an assignment group that determine the urgency and the responsibility of the transfer order line. These fields help users to monitor and manage the service levels and the time frame needed to complete a transfer order.

To move transfer order lines from one stage to another: Transfer order line tasks have a type that defines the action that needs to be performed for the transfer order line, such as pick, pack, ship, or receive. As transfer order line tasks are completed, the transfer order line moves from one stage to another, such as requested, in transit, or received. These stages reflect the status and location of the assets that are being transferred.

Reference:

1: ServiceNow Product Documentation: Transfer Orders

2: ServiceNow Product Documentation: Transfer Order Line Tasks

NEW QUESTION: 40

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

Answer: B ([LEAVE A REPLY](#))

To activate HAM, navigate to System Definition > Plugins and search for Hardware Asset Management. Click Activate/Upgrade and follow the instructions¹.

To run the scheduled job "Asset - Create FSM asset tasks", navigate to System Definition > Scheduled Jobs and search for the job name. Click Execute Now to run the job immediately or set a schedule for it to run periodically².

The scheduled job will create asset tasks for existing incidents, changes, and work orders that have assets associated with them. The asset tasks will be linked to the parent records and will have the same state and assignment group as the parent records².

The asset tasks will allow the asset managers to track and manage the assets involved in the service delivery processes³. References:

1: Hardware Asset Management - ServiceNow

2: Asset - Create FSM asset tasks scheduled job

3: Hardware Asset Management and Field Service Management integration

NEW QUESTION: 41

When sourcing a requested item from a supplier using the catalog task form to create a purchase order, the catalog item must be available in:

- A. Vendor Catalog
- B. Product Catalog
- C. Supplier Catalog
- D. Inventory Catalog

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

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: ([SHOW ANSWER](#))

Explanation

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table. References: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Hardware Asset Management

NEW QUESTION: 43

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

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

Answer: (SHOW ANSWER)

Explanation

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional or can be derived from the model number.

References:

Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.

[Hardware Asset Management - Customer Success], which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

NEW QUESTION: 44

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 46

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 merge the consumable records to create a blended quantity and cost
- B. The data is automatically created in a new record if the cost per item is more/less

- C. The data is automatically merged to create a blended quantity and cost
- D. The stock manager must create a separate model record if the cost per item is more/less

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

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

Answer: ([SHOW ANSWER](#))

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

Hardware model normalization uses the data from the Hardware Model Normalization Content Service, which is a cloud-based service that provides standardized information for thousands of hardware models¹.

The key attribute in the model record that hardware model normalization uses to normalize inconsistent manufacturers and product names is the model number¹².

The model number is a unique identifier for a specific product or model that is assigned by the manufacturer¹². It is based on the United Nations Standard Products and Services Code (UNSPSC), which is a global classification system for products and services²³.

Hardware model normalization compares the model number of the model record with the model number of the Hardware Model Normalization Content Service record and updates the model record with the normalized information, such as display name, manufacturer, product, and device type¹².

The other options are not the key attribute that hardware model normalization uses to normalize inconsistent manufacturers and product names. The asset tag, the display

name, the model category, and the asset tracking unit are either not unique or not based on the UNSPSC.

Reference:

- 1: Hardware Model Normalization - Product Documentation: Tokyo - ServiceNow
- 2: Hardware Asset Management overview - ServiceNow - Now Support
- 3: Product Documentation | ServiceNow
- 4: Automation Simplifies Hardware Asset Management - ServiceNow Blog

NEW QUESTION: 48

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

Answer: E (LEAVE A REPLY)

A blind audit is a type of inventory audit that does not provide any information about the expected assets in a location. The auditor scans all the assets in the location and compares them with the records in ServiceNow¹.

To perform a blind audit, you need the Hardware Asset Management (HAM) application, which enables you to manage the lifecycle of your hardware assets, and the ServiceNow Agent mobile app, which allows you to scan asset tags and barcodes using your mobile device².

The ServiceNow My Assets mobile app is used to view and request assets from the enterprise asset catalog, not to perform audits³.

The Software Asset Management (SAM) application is used to optimize software licenses and compliance, not to perform audits⁴.

The ITSM Asset Management application is used to track the financial, contractual, and inventory details of hardware and devices, not to perform audits. Reference:

- 1: Audit your inventory - Product Documentation: San Diego - ServiceNow
- 2: Enterprise Asset Inventory Management - ServiceNow
- 3: My Assets mobile app - Product Documentation: San Diego - ServiceNow
- 4: Software Asset Management - ServiceNow
- 5: IT Asset Management - ServiceNow

NEW QUESTION: 49

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: B,D,E (LEAVE A REPLY)

Explanation

Create transform map: A transform map is a set of field mappings that determine how the source data in the import set table is transformed into the target data in the hardware asset table. You can create a transform map by using the Load Data UI page, or by navigating to System Import Sets > Create Transform Map. You need to specify the source table, the target table, and the field mappings between them. You can also define coalesce fields, which are used to prevent duplicate records from being created or updated. For example, you can use the asset tag or the serial number as a coalesce field.

Load data: To load data into the import set table, you need to select a data source, such as a file, a JDBC data source, or a web service. You can use the Load Data UI page, or navigate to System Import Sets > Load Data. You need to specify the source type, the file name or the connection URL, the sheet number and the header row (if using a file), and the import set table name. You can also preview the data before loading it into the table.

Run transform map: To run the transform map, you need to navigate to System Import Sets > Transform Maps, and select the transform map that you created. You can then click on the Run Transform button, which will execute the field mappings and transform the data from the import set table to the hardware asset table. You can also view the transformation history, the transformation statistics, and the transformation log to monitor the progress and the results of the transformation.

References:

Importing Hardware Assets into ServiceNow, which provides a step-by-step guide on how to import hardware assets into ServiceNow using an excel spreadsheet, an import set table, and a transform map.

Hardware Asset Inventory Management, which explains how to streamline inventory stock orders, empower employees with a robust asset catalog, monitor stock depletions, track shipments, scan assets with a mobile device, and plan asset refresh cycles.

Getting Started with ServiceNow Hardware Asset Management, which provides general procedures and forms for performing asset lifecycle management activities in ServiceNow.

NEW QUESTION: 50

When working in conjunction with a Field Service Management (FSM) change task, what feature removes the need to manually update the asset record associated to the task?

A. CI update flow

B. Asset inventory

C. Scheduled job

D. Asset task

E. On-demand job

Answer: (SHOW ANSWER)

Explanation

A field service management (FSM) change task is a task that is created from a change request and assigned to a field service agent to perform work on a configuration item (CI) or an asset¹.

An asset task is a task that is created from an asset record and linked to an FSM change task to track the work done on the asset².

When an asset task is completed, the asset record associated to the task is automatically updated with the latest information, such as location, status, assignment group, assigned to, and so on².

This feature removes the need to manually update the asset record after completing the FSM change task, saving time and ensuring accuracy².

References: 1: Create a change task for field service 2: Asset tasks

NEW QUESTION: 51

Why may users request loaner assets even when the requested asset is not available in the local stockroom?

- A.** The request creates an automatic transfer order to move assets from a warehouse with in stock assets.
- B.** The wait-listed loaner asset requests provide visibility to streamline internal transfer order flows.
- C.** The wait-listed loaner asset requests provide visibility to the demand for loaner orders.
- D.** The request automatically creates a purchase order to obtain the assets from a vendor.

Answer: C (LEAVE A REPLY)

According to the ServiceNow Hardware Asset Management documentation, a loaner asset is a temporary asset that is provided to a user for a specific period of time, such as when their primary asset is being repaired or replaced¹. Users can request loaner assets from the Service Catalog, where they can select the type, quantity, and duration of the loaner asset they need². If the requested asset is not available in the local stockroom, the request is wait-listed until the asset becomes available³. Users may request loaner assets even when the requested asset is not available in the local stockroom because the wait-listed loaner asset requests provide visibility to the demand for loaner orders. This visibility helps the asset managers to plan and optimize the loaner asset pool, as well as to identify and address any gaps or bottlenecks in the loaner asset fulfillment process.

The other options are not correct because:

The request does not create an automatic transfer order to move assets from a warehouse with in stock assets. Transfer orders are created manually by the stock manager to move assets between stockrooms.

The wait-listed loaner asset requests do not provide visibility to streamline internal transfer order flows. Transfer order flows are managed by the stock manager using the Transfer Order Management module.

The request does not automatically create a purchase order to obtain the assets from a vendor. Purchase orders are created manually by the procurement manager to order assets from vendors.

Reference:

ServiceNow Hardware Asset Management: Loaner Asset Requests

ServiceNow Hardware Asset Management: Request a loaner asset

ServiceNow Hardware Asset Management: Waitlist a loaner asset request

[ServiceNow Hardware Asset Management: Asset Reservations and Loaner Asset Requests]

[ServiceNow Hardware Asset Management: Transfer orders]

[ServiceNow Hardware Asset Management: Transfer Order Management]

[ServiceNow Hardware Asset Management: Purchase orders]

NEW QUESTION: 52

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

Answer: C (LEAVE A REPLY)

The Expected Assets list is populated when the asset manager starts the audit by clicking the Scan button on the asset audit form¹.

This list shows the assets that are expected to be found in the audit location based on the asset records in the CMDB¹.

The asset manager can then use a barcode scanner or a mobile device to scan the actual assets in the location and compare them with the expected assets¹.

The asset manager can also manually add or remove assets from the expected assets list if needed¹. Reference:

1: Hardware Asset Inventory Audit

NEW QUESTION: 53

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

Answer: A,C (LEAVE A REPLY)

The End of Life tab of the Hardware Asset dashboard shows key metrics on the hardware assets that have reached or are nearing the end of their life cycle¹².

The tab includes the following reports¹:

Hardware asset disposal status: This report shows the number of hardware assets that are in different stages of disposal, such as pending, in progress, or completed¹.

Hardware assets disposed (YTD): This report shows the number of hardware assets that have been disposed in the current year, grouped by month¹.

Hardware assets up for end of life: This report shows the number of hardware assets that are due for end of life in the next 12 months, grouped by month¹.

Hardware assets up for end of support: This report shows the number of hardware assets that are due for end of support in the next 12 months, grouped by month¹.

Therefore, the correct answer is A. Hardware asset disposal status and C. Hardware assets disposed (YTD), as these are the only two reports that are shown on the End of Life tab of the Hardware Asset dashboard.

NEW QUESTION: 54

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

Answer: A,C (LEAVE A REPLY)

Operational expenses are the costs incurred by an organization to maintain and use an asset throughout its lifecycle. These costs include the expenses related to the repair, maintenance, upgrade, and disposal of the asset. Some examples of operational expenses are:

Replacement parts: These are the costs of purchasing and installing new parts or components for an asset that is damaged, worn out, or obsolete. For example, replacing a hard drive, a battery, or a keyboard for a laptop.

Maintenance agreements: These are the costs of contracting with a vendor or a service provider to perform regular or preventive maintenance on an asset. For example, paying a monthly fee for a technician to check and service a printer or a scanner.

Other examples of operational expenses are:

Storage costs: These are the costs of renting or owning a space to store an asset that is not in use or awaiting disposal. For example, paying for a warehouse, a locker, or a shelf to keep unused or surplus computers or monitors.

Warranty costs: These are the costs of extending or renewing the warranty coverage for an asset that is still under the manufacturer's warranty or has expired. For example, paying an extra fee for a one-year or a three-year warranty extension for a tablet or a smartphone.

Reference:

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the dashboard, model normalization, hardware refresh, lease contract expiration, disposal orders, and RMA requests.

Hardware Asset Management, which gives an overview of the benefits and features of the Hardware Asset Management solution, such as reducing costs, improving compliance, optimizing asset utilization, and enhancing service delivery.

Hardware Asset Management - ServiceNow, which provides a data sheet with the key capabilities and benefits of the Hardware Asset Management application.

NEW QUESTION: 55

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: A,B,D (LEAVE A REPLY)

Hardware Model Normalization is a feature that enables users to standardize the data of hardware and consumable models, such as manufacturer, product, model, and device type. Hardware Model Normalization requires the activation of the Hardware Model Normalization (com.sn_hwnorm) plugin, which also activates the Normalization Data Services Client (com.glide.data_services_canonicalization.client) plugin. These plugins install several tables that store the normalized data and the rules for normalization. The tables that are installed with Hardware Model Normalization are:

Device Type: This table contains the device types that are used to categorize the hardware models, such as laptop, desktop, server, printer, etc.

Hardware Manufacturer: This table contains the normalized names of the hardware manufacturers, such as Dell, HP, Lenovo, etc.

Hardware Model Library: This table contains the normalized data of the hardware models, such as manufacturer, product, model, device type, UNSPSC code, etc. This table is populated by the Hardware Model Normalization Content Service, which is a subscription-based service that provides the latest and most accurate data for hardware models.

Hardware Normalize Key: This table contains the rules for generating the normalize key, which is a unique identifier for each hardware model based on its manufacturer, product, and model. The normalize key is used to match the hardware models with the Hardware Model Library data.

The other options, C. Hardware Normalize Key and E. Device Name, are not tables that are installed with Hardware Model Normalization. Hardware Normalize Key is a field in the Hardware Model [cmdb_model] table, not a separate table. Device Name is a field in the Configuration Item [cmdb_ci] table, not a separate table. Reference: Hardware Model

NEW QUESTION: 56

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 product is missing from the hardware model record.
- B. The model number is missing from the hardware model record.
- C. The model manufacturer is missing from the hardware model record.
- D. The model name is missing from the hardware model record.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 57

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

Answer: C (LEAVE A REPLY)

According to the Hardware Asset Management documentation, the Hardware Model Normalization 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 Model Normalization Content Service helps customers identify and manage their hardware models more effectively, as well as plan for hardware refreshes based on end-of-life (EOL) and end-of-service (EOS) dates¹.

The Hardware Model Normalization Content Service updates the content library weekly with new and updated model data¹.

To determine if the content has been downloaded, you can review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard¹.

The Hardware Model Content Service Download section shows the status of the content download, such as the last download date, the number of models downloaded, and the number of models normalized¹.

Therefore, the correct answer is option C, review the Hardware Model Content Service Download section on the Model Management tab of the Hardware Asset dashboard, as it is the way to determine if the content has been downloaded. Reference:
Hardware Asset Management documentation
What is Hardware Asset Management?

NEW QUESTION: 58

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: C (LEAVE A REPLY)

The capability blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity¹.

The blueprint consists of five tiers, each representing a different level of capability and value¹.

The third tier is trustworthy data, which means having a single source of truth for hardware asset data that is accurate, complete, and normalized¹².

Trustworthy data enables better decision making, compliance, and risk management for hardware assets¹².

To achieve trustworthy data, organizations need to implement processes and tools for data discovery, reconciliation, normalization, and enrichment¹². References:

The value of Hardware Asset Management - ServiceNow
Hardware Asset Management - ServiceNow

NEW QUESTION: 59

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

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

Answer: E (LEAVE A REPLY)

NEW QUESTION: 60

Which of the following are considered original costs as opposed to operational expenses? (Choose three.)

- A. Warranty costs

- B. Replacement parts
- C. Delivery costs
- D. Maintenance agreements
- E. Purchase price or lease cost
- F. Resource costs for support

Answer: (SHOW ANSWER)

NEW QUESTION: 61

Which of these automatic restocking actions are available in baseline? (Choose two.)

- A. Create a transfer order to restock from another stockroom
- B. Create a task assigned to the stock room manager to create a purchase order
- C. Create a task assigned to stock room manager to contact procurement manager
- D. Create a transfer order to restock from a vendor
- E. Create a new asset from any returned inventory

Answer: A,B (LEAVE A REPLY)

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NEW QUESTION: 62

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

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 63

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

Answer: A,E (LEAVE A REPLY)

Deploying asset tasks during the retirement of an asset means using the ServiceNow Enterprise Asset Workflow Automation feature, which automates the end-of-life procedures for assets that are no longer needed or functional¹.

This feature allows you to flag assets as retired pending disposal, triggering a workflow that verifies the asset condition, determines the disposal method, and saves the disposal certificates¹.

The two primary benefits of deploying asset tasks during the retirement of an asset are:

Reduces manual intervention: By automating the retirement process, you can eliminate the need for manual data entry, human errors, and delays. You can also ensure compliance with policies and regulations by following a standardized procedure².

Increases speed of updates: By using the ServiceNow Agent mobile app, you can scan asset tags and barcodes, update asset status and inventory, and complete asset tasks on the go. This can increase the speed and accuracy of asset updates and reduce the risk of data loss or duplication³. References:

1: Enterprise Asset Workflow Automation - ServiceNow

2: Asset and CI management - Product Documentation: San Diego - ServiceNow

3: Enterprise Asset Management - ServiceNow

NEW QUESTION: 64

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

Answer: C (LEAVE A REPLY)

NEW QUESTION: 65

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

Answer: A,C,D,F (LEAVE A REPLY)

According to the Product Documentation, the audit results show the status of the assets from the audit, which can be one of the following:

Scanned: The asset was scanned and matched to an expected asset.

Not found: The asset was not scanned and not matched to an expected asset.

New: The asset was scanned and not matched to an expected asset, and a new asset record was created for it.

Scanned and not expected: The asset was scanned and matched to an asset that was not expected in the stockroom or location.

Scanned and expected: The asset was scanned and matched to an expected asset, and the asset record was updated with the scanned information.

Expected and not found: The asset was not scanned and matched to an expected asset, and the asset record was marked as missing.

Based on this information, the correct answer is to choose four statuses from A, C, D, and F: References:

1: Hardware Asset Inventory Management - ServiceNow

2: Audit your inventory - Product Documentation: San Diego - ServiceNow

3: Product Documentation | ServiceNow

NEW QUESTION: 66

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

Answer: (SHOW ANSWER)

Explanation

Model records are used to define the common attributes and characteristics of hardware assets, such as manufacturer, model number, device type, category, cost, etc.1 Model records help to standardize the hardware assets and simplify the asset management process by grouping assets with similar properties1 Model records are created and managed from the Product Catalog module under the Hardware Asset Management application2 Model records are not the same as configuration items (CIs), which are any computer, device, software, or service in the Configuration Management Database (CMDB)3 Model records do not directly associate CI classes with asset classes, although they can be linked to CI classes through the Class field4 Model records are not anything capable of being owned or controlled to produce economic value, which is a general definition of an asset References: 1: Model records - ServiceNow 2: Product Catalog - ServiceNow 3: Configuration Management Database - ServiceNow 4: Create a model record - ServiceNow : [Asset Management - ServiceNow]

NEW QUESTION: 67

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

Answer: A (LEAVE A REPLY)

NEW QUESTION: 68

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

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

Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 69

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 70

What prevents two asset managers from transferring the same asset at the same time?

- A. A stockroom rule
- B. A business rule
- C. A stock rule
- D. A transfer rule

Answer: B (LEAVE A REPLY)

According to the ServiceNow Hardware Asset Management documentation, a business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried. Business rules can be used to enforce data consistency and integrity, such as preventing duplicate transfers of the same asset. The other options are not valid terms in ServiceNow Hardware Asset Management.

NEW QUESTION: 71

Assets can be moved between stockrooms by using:

- A. Stock orders
- B. Stock rules
- C. Transfer rules
- D. Transfer orders

Answer: D (LEAVE A REPLY)

According to the ServiceNow Hardware Asset Management documentation, assets can be moved between stockrooms by using transfer orders. A transfer order is a record that tracks the movement of assets from one stockroom to another. A transfer order can be created manually by the stock manager or automatically by the system based on predefined rules or workflows¹. A transfer order contains information such as the source and destination stockrooms, the assets to be transferred, the shipment details, and the status of the transfer².

The other options are not correct because:

Stock orders are records that track the procurement of assets from vendors, not the movement of assets between stockrooms³.

Stock rules are rules that define the minimum and maximum stock levels for each asset model in a stockroom, not the movement of assets between stockrooms.

Transfer rules are rules that define the conditions and actions for creating transfer orders automatically, not the records that track the movement of assets between stockrooms.

Reference:

ServiceNow Hardware Asset Management: Transfer orders

ServiceNow Hardware Asset Management: Create a transfer order

ServiceNow Hardware Asset Management: Stock orders

[ServiceNow Hardware Asset Management: Stock rules]

[ServiceNow Hardware Asset Management: Transfer rules]

NEW QUESTION: 72

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

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

Answer: A,C,D (LEAVE A REPLY)

NEW QUESTION: 73

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

Answer: C,D,E (LEAVE A REPLY)

According to the Hardware Asset Management page, the three tiers of Lifecycle Management are:

Know what you have: This tier involves tracking and managing the end-to-end lifecycle of all your hardware assets, physical and consumable, on a single system of action.

Improve management controls: This tier involves aligning hardware investments to business outcomes, and quickly identifying and mitigating technology risks such as tech debt, regulatory audits, and lost assets.

Improve efficiency: This tier involves improving efficiencies and simplifying every stage of the asset lifecycle with prescriptive workflows and tasks, normalizing hardware to maintain a clean CMDB, and getting actionable insights to minimize waste and strategize for asset refreshes.

These three tiers correspond to the options C, D, and E in the question.

The options A and B are not part of the Lifecycle Management framework, and are not mentioned in the ServiceNow Hardware Asset Management documents. Reference:

Hardware Asset Management

What is Hardware Asset Management?

Your asset lifecycle: How to manage it all

NEW QUESTION: 74

Your customer complains that when their users click on the Configuration Item magnifier from the Incident form, that they are overwhelmed by the volume of CIs to choose from.

They want to exclude certain types of CIs from the CI lists on the Incident, Problem and Change forms. What do you recommend to your customer?

A. Add a Show field to the base cmdb table: Check the Show box on those CI records they want to display; make reference qualifier to display only the CIs with show=true

B. Use the Principal CI class checkbox, to identify the CI classes that they want visible on the Incident, Problem, and Change forms Most Voted

C. Create an Access control to hide the unnecessary CIs from the itil users

D. Make a show/hide UI action to show only the desired CIs to the itil users

Answer: B (LEAVE A REPLY)

To exclude certain types of CIs from the CI lists on the Incident, Problem, and Change forms, you can use the Principal CI class checkbox, which is available on the Class Manager module under Configuration1.

The Principal CI class checkbox allows you to specify which CI classes are considered as principal CIs, meaning they are the most relevant and important CIs for the business services and processes1. By default, only the CI classes that have this checkbox selected are displayed on the CI lists on the Incident, Problem, and Change forms2.

To use this feature, you need to navigate to the Class Manager module, select the CI class that you want to exclude or include, and check or uncheck the Principal CI class checkbox

accordingly¹. You can also use the Filter option to search for the CI classes by name or label¹.

The other options are not recommended or valid ways to exclude certain types of CIs from the CI lists. Adding a Show field to the base cmdb table would require modifying the table schema and creating a reference qualifier, which could affect the performance and integrity of the CMDB³. Creating an Access control to hide the unnecessary CIs from the itil users would require defining the conditions and roles for the access rule, which could be complex and error-prone⁴. Making a show/hide UI action to show only the desired CIs to the itil users would require creating a custom script and UI element, which could be incompatible with the existing UI and functionality. References: 1: Principal configuration item classes 2: Configuration item lists 3: CMDB table schema 4: Access control rules : [UI actions]

NEW QUESTION: 75

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

Answer: A,D (LEAVE A REPLY)

Explanation

The ServiceNow Mobile App is a native app that enables users to access various ServiceNow features and functions from their mobile devices¹².

One of the features of the ServiceNow Mobile App is to provide end users visibility to their assigned hardware. This means that end users can view and report issues around their assets, such as laptops, tablets, or phones, from the app³⁴.

Another feature of the ServiceNow Mobile App is to enable end users to log incidents for their assigned assets. This means that end users can create and update incidents related to their assets, such as hardware failures, software errors, or network problems, from the app³⁴.

The other options are not features of the ServiceNow Mobile App. The app does not enable reclamation of mobile devices, which is a process of recovering and reusing devices that are no longer needed or used. The app also does not provide users visibility to their disposed consumables, which are items that are used up or depleted over time, such as toner cartridges, batteries, or paper.

References:

1: ServiceNow Product Documentation: ServiceNow Mobile Apps

2: ServiceNow Product Page: Now Mobile - Now Platform

3: ServiceNow Product Documentation: Now Mobile App

4: ServiceNow Product Documentation: Mobile Agent App

[5]: ServiceNow Product Documentation: Reclamation

[6]: ServiceNow Product Documentation: Consumables

NEW QUESTION: 76

Which tier of the capability blueprint focuses on achieving best-in-class?

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

Answer: C (LEAVE A REPLY)

The capability blueprint is a framework that helps organizations assess their current and desired state of hardware asset management maturity.

The capability blueprint consists of five tiers, each representing a different level of capability and value.

The five tiers are:

Trustworthy data: The foundation of hardware asset management, ensuring data accuracy, completeness, and consistency.

Practical management: The basic level of hardware asset management, enabling visibility, control, and compliance of hardware assets.

Operational integration: The intermediate level of hardware asset management, enhancing efficiency, effectiveness, and collaboration of hardware asset processes.

Strategic conformance: The advanced level of hardware asset management, achieving best-in-class performance, optimization, and alignment of hardware assets with business goals.

Business transformation: The ultimate level of hardware asset management, enabling innovation, agility, and competitive advantage through hardware asset management.

The tier that focuses on achieving best-in-class is the strategic conformance tier, which aims to optimize the cost, quality, and value of hardware assets, as well as align them with the business strategy and objectives. References:

Hardware Asset Management Capability Blueprint

Hardware Asset Management Maturity Model

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NEW QUESTION: 77

What is tracked throughout the life of an asset? (Choose three.)

- A. Financial data
- B. Contractual data
- C. Lifecycle data
- D. Configuration data
- E. Hardware data

Answer: A,B,C ([LEAVE A REPLY](#))

According to the ServiceNow Hardware Asset Management documentation, an asset is defined as "any tangible, physical company technology asset, including those currently in use, those in storage, and support equipment"¹. Throughout the life of an asset, the following data are tracked²:

Financial data: This includes the cost, depreciation, and value of the asset, as well as the budget and expenses related to the asset. Financial data helps to optimize the return on investment (ROI) and total cost of ownership (TCO) of the asset.

Contractual data: This includes the terms and conditions, warranties, service level agreements (SLAs), and renewals of the contracts associated with the asset. Contractual data helps to manage the vendor relationships and compliance obligations of the asset.

Lifecycle data: This includes the status, location, ownership, and history of the asset, as well as the events and actions that occur during the asset lifecycle. Lifecycle data helps to monitor the performance and utilization of the asset and plan for its retirement or replacement.

The other options, configuration data and hardware data, are not tracked throughout the life of an asset, but rather at specific stages or levels. Configuration data is the information about the technical attributes and relationships of the asset, which is stored in the configuration management database (CMDB) and managed by the configuration management process³. Hardware data is the information about the physical characteristics and specifications of the asset, such as manufacturer, model, serial number, and barcode⁴. Reference:

ServiceNow Hardware Asset Management: Hardware Asset Management overview

ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

ServiceNow Hardware Asset Management: Asset and CI management

ServiceNow Hardware Asset Management: Hardware Normalization

NEW QUESTION: 78

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 79

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

Answer: (SHOW ANSWER)

Explanation

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.

References: 1: Use a hardware asset request flow - ServiceNow 2: Hardware Asset Inventory Management - ServiceNow 3: Stock Rules in ServiceNow - GlideFast ServiceNow

NEW QUESTION: 80

Which mobile app can users leverage to view the assets assigned to them and create incidents to report issues with their devices?

- A. Now Agent Mobile app
- B. Now Onboarding app
- C. Now Mobile app
- D. Now My Assets app

Answer: (SHOW ANSWER)

According to the Hardware Asset Management documentation, the Now Mobile app is a mobile application that enables users to access ServiceNow features and functions from their mobile devices.

The Now Mobile app allows users to view the hardware and software assets that are assigned to them, as well as request new assets or return existing assets¹.

The Now Mobile app also allows users to create incidents to report issues with their devices, such as broken screens, slow performance, or malware infections¹.

Therefore, the correct answer is option C, Now Mobile app, as it is the mobile app that users can leverage to view the assets assigned to them and create incidents to report issues with their devices. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION: 81

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

Answer: C (LEAVE A REPLY)

A configuration item (CI) is a record that represents an IT asset or service in the Configuration Management Database (CMDB)¹.

A CI tracks the operational and relationship information of the asset or service, such as its current status, location, owner, and dependencies¹.

A hardware asset is a physical component of an IT system, such as a laptop, server, or router².

A hardware asset attribute is a property or characteristic of the hardware asset, such as its model, serial number, or warranty².

Some hardware asset attributes are also part of the CI, such as IP address, CPU, operating system, and memory¹. These attributes reflect the operational state of the hardware asset and are relevant for configuration management purposes¹.

However, some hardware asset attributes are not part of the CI, such as cost². Cost is a financial information of the hardware asset that is tracked by the Asset Management application². Cost is not relevant for configuration management purposes and is not stored in the CMDB².

Therefore, the hardware asset attribute that should be tracked that is not part of the CI is

C. Cost. Reference:

1: Configuration Item

2: Hardware Asset Management

NEW QUESTION: 82

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

Answer: A,D,E (LEAVE A REPLY)

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. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION: 83

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

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

Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 84

What are the goals of IT asset management (ITAM)? (Choose four.)

- A. Track logical relationships
- B. Provide financial reporting
- C. Provide decision support
- D. Optimize cost
- E. Improve productivity
- F. Improve operational usage

Answer: (SHOW ANSWER)

NEW QUESTION: 85

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. Revert Normalization UI Action
- D. Undo Normalization Scheduled Job

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 86

When opted-in to the Hardware Asset Management Content Service, how often is updated content downloaded to the customer instance from ServiceNow?

- A. Quarterly
- B. Daily
- C. Weekly
- D. Monthly

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 87

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 88

For what asset actions are asset tasks provided? (Choose three.)

- A. Provision
- B. Retire
- C. Update/Repair
- D. Swap
- E. Assign/Allocate

Answer: A,B,C ([LEAVE A REPLY](#))

According to the Hardware Asset Management documentation, asset tasks are provided for deploy, replace or swap, or retirement operations for your assets. These tasks automatically update the CI/asset record upon the completion of these operations¹.

The deploy operation is also known as provision, which is the process of assigning an asset to a user or a location¹.

The retirement operation is the process of removing an asset from the active inventory and disposing of it according to the disposal policy¹.

The update/repair operation is the process of maintaining or fixing an asset that is damaged or malfunctioning¹.

Therefore, the correct answers are options A, B, and C, as they are the asset actions for which asset tasks are provided. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

NEW QUESTION: 89

What is the default state of a newly created asset?

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 90

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

Answer: B (LEAVE A REPLY)

To perform hardware model normalization, you need to use the Hardware Model Normalization Content Service, which is a data service that provides standardized information about hardware models from various manufacturers. You can access this service from the Hardware Model Normalization module under Asset Management. To set the normalized display name for a hardware model, you need to use the following three fields from the hardware model record:

Name: This is the name of the hardware model as it appears in the model catalog or the CMDB. For example, "iPhone 12 Pro".

Manufacturer: This is the name of the manufacturer of the hardware model. For example, "Apple".

Model number: This is the unique identifier of the hardware model assigned by the manufacturer. For example, "A2341".

The normalized display name is a combination of these three fields, separated by commas. For example, "iPhone 12 Pro, Apple, A2341". The normalized display name helps you to easily identify and compare hardware models across different sources and platforms.

Reference: Hardware Model Normalization, Demo - HAM Professional - Hardware Model Normalization, Work with hardware normalization, Hardware Asset Management - ServiceNow

NEW QUESTION: 91

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

Answer: C (LEAVE A REPLY)

According to the Hardware Asset Management documentation, non-consumable assets are assets that are not depleted or used up when they are applied or consumed, such as laptops, monitors, or routers.

Non-consumable assets are tracked individually in the ServiceNow platform, and each asset has a unique asset tag and serial number.

When transferring non-consumable assets between stockrooms, they must be transferred as a single entity with a quantity of one, as stated in the Hardware Asset Management documentation:

"Non-consumable assets are transferred as a single entity with a quantity of one. For example, a laptop is transferred as a single entity with a quantity of one." Therefore, the correct answer is option C, as a single entity with a quantity of one. References:

Hardware Asset Management documentation

What is Hardware Asset Management?

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NEW QUESTION: 92

Normalization status is the level of normalization match based on what characteristics? (Choose three.)

- A. Model name
- B. Model category
- C. Model number
- D. Display name
- E. Manufacturer

Answer: A,C,E (LEAVE A REPLY)

According to the Hardware Model Normalization document, normalization status is the level of normalization match based on the characteristics of the hardware model data in the ServiceNow platform and the Content Library, which is a cloud-based service that provides normalized and enriched hardware model data.

The normalization status shows how well the hardware model data matches the Content Library data, and it can be one of the following¹:

Fully Normalized: The hardware model data matches the Content Library data completely, indicating a complete and accurate model record.

Partially Normalized: The hardware model data partially matches the Content Library data, indicating a missing or incorrect model field.

Match Not Found: The hardware model data does not match any of the Content Library data, indicating a discrepancy or a gap in the model normalization process.

Not Normalized: The hardware model data has not been compared with the Content Library data yet, indicating a pending or incomplete model normalization process.

The characteristics that are used to determine the normalization status are the following¹:

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

Model number: The unique identifier of the hardware product, such as 210-AFZC or 875671-B21.

Manufacturer: The name of the company that produces the hardware product, such as Dell or HP.

Therefore, the correct answers are options A, C, and E, as they are the characteristics that are used to determine the normalization status. References:

Hardware Model Normalization

What is Hardware Asset Management?

NEW QUESTION: 93

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

Answer: D (LEAVE A REPLY)

Explanation

According to the ServiceNow Hardware Asset Management documentation, the asset lifecycle defines and describes the series of stages involved in managing an asset throughout its useful life. The first stage of the asset lifecycle is the request stage, where stakeholders get together, discuss their objectives, and determine which assets are needed and why. The culmination of this stage is a formal request for an asset. The asset lifecycle begins when the asset is requested, not when it is procured, deployed, or fulfilled.

References:

ServiceNow Hardware Asset Management: Hardware Asset Management overview
ServiceNow Hardware Asset Management: What is the IT Asset Lifecycle?

NEW QUESTION: 94

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

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

Answer: (SHOW ANSWER)

To fully normalize a model, you need to add the model number to the model record, which is a unique identifier for the model based on the United Nations Standard Product and Services Code (UNSPSC). The model number helps to standardize the display name and remove duplicates in the model catalog and the CMDB. The other fields, such as version, owner, and manufacturer, are optional or can be derived from the model number.

Reference:

Hardware Model Normalization, which explains how to normalize the details of the hardware and consumable models using the Hardware Model Normalization Content Service.

Hardware Asset Management overview, which describes the functionalities of the Hardware Asset Management application, including the model normalization feature.

[Hardware Asset Management - Customer Success], which provides a success map that outlines the processes and best practices for implementing, running, and optimizing the Hardware Asset Management applications, based on the Capability Blueprint framework.

NEW QUESTION: 95

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

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

Answer: B,E (LEAVE A REPLY)

Configuration items (CIs) are the records that represent the IT assets and services in the Configuration Management Database (CMDB).

CIs track the following types of information:

Operational: This includes the current status, location, owner, and other attributes of the CI that reflect its operational state.

Relationship: This includes the connections and dependencies between the CI and other CIs, such as parent-child, peer-peer, or service-component relationships.

Lifecycle: This includes the history of changes, incidents, problems, and other events that affect the CI throughout its lifecycle.

Therefore, the types of information that are also options in the question are B. Operational and E.

Relationship.

The other types of information that are not tracked by CIs are:

Financial: This includes the cost, depreciation, and budget of the CI. This information is tracked by the Asset Management application.

Contractual: This includes the vendor, warranty, and contract details of the CI. This information is also tracked by the Asset Management application. References::

Configuration Item

NEW QUESTION: 96

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

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

Answer: C,D,E,F (LEAVE A REPLY)

NEW QUESTION: 97

Since trustworthy data is key to good asset management practices, where would you look to determine the number of days until next Content Service download will occur?

- A. Asset > Asset Audits > Asset Audits
- B. Asset > Overview
- C. Asset Hardware Model Normalization > Content Service Setup
- D. Asset > Hardware Asset Dashboard
- E. Asset > Administration

Answer: D (LEAVE A REPLY)

NEW QUESTION: 98

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

Answer: A,B,C,D,E (LEAVE A REPLY)

Explanation

A is correct because ITAM integrates with business services via the Service Catalog from request through to disposal. This means that ITAM enables users to request, receive, track, and retire assets through a standardized and automated process. This also helps to optimize asset utilization and reduce costs¹² B is correct because ITAM leverages ITSM to manage the lifecycle of assets as they pass through their useful life as CIs. This means that ITAM uses the same platform, data model, and architecture as ITSM to track and manage assets as they are deployed, maintained, upgraded, and disposed of. This also helps to improve service quality and availability, as well as compliance and security¹³ C is correct because ITAM provides input into, aligns with, and follows corporate governance. This means that ITAM helps to ensure that assets are accounted for, controlled, and protected according to the organization's policies, standards, and regulations. This also helps to mitigate risks, avoid fines, and support audits¹⁴ D is not correct because ITAM does not directly improve application privacy and security adherence.

This is more related to the function of IT Security Management, which is a separate module in ServiceNow. ITAM can support IT Security Management by providing accurate and up-to-date asset inventory and configuration data, but it does not enforce or monitor application privacy and security policies⁵ E is not correct because ITAM does not leverage Service Mapping to predict service impact. This is more related to the function of Service Mapping, which is another module in ServiceNow. Service Mapping creates a visual map of the relationships and dependencies between IT components and business services, and helps to identify and resolve service issues. ITAM can integrate with Service Mapping to provide asset data, but it does not use Service Mapping to predict service impact.

References: 1: ITAM - IT Asset Management - ServiceNow 2: [Service Catalog - ServiceNow] 3: [ITSM - IT Service Management - ServiceNow] 4: How To Define Your IT Asset Management Program Outcomes 5: [IT Security Management - ServiceNow] : [Service Mapping - ServiceNow] :

<https://www.servicenow.com/products/service-catalog.html> :

<https://www.servicenow.com/products/it-service-management.html> :

<https://www.servicenow.com/products/it-security-management.html> :

<https://www.servicenow.com/products/service-mapping.html>

NEW QUESTION: 99

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,B,C (LEAVE A REPLY)

Explanation

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 parts^{1,2}.

Lease is the cost of renting or leasing an asset from a vendor or a third party for a fixed period of time^{1,2}. 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 used^{1,2}. 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 tear^{1,2}. 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 condition^{1,2}. Storage is the cost of storing an asset that is not in use or waiting for disposal^{1,2}.

References:

1: Hardware Asset Management overview - ServiceNow - Now Support

2: Asset Management - ServiceNow - Now Support

NEW QUESTION: 100

How can you automate the replenishment of stock levels?

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

Answer: D (LEAVE A REPLY)

Stock rules are a feature of ServiceNow Hardware Asset Management that allow you to automate the replenishment of stock levels in your stockrooms¹.

Stock rules define the minimum and maximum quantities of a specific model that you want to keep in a stockroom, as well as the reorder point and quantity¹.

When the stock level of a model falls below the reorder point, a stock order is automatically generated to replenish the stockroom to the maximum quantity¹.

You can create and manage stock rules by navigating to Hardware Asset Management > Model Management > Stock Rules¹. Reference:

1: Stock rules - ServiceNow Docs.

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