Question #3*Topic 1*

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

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

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**Correct Answer:** *BCE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

BCE (100%)

Question #5*Topic 1*

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

* A. Dispose
* B. Request
* C. Consume **Most Voted**
* D. Procure
* E. Receive

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

C (100%)

Question #6*Topic 1*

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

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

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**Correct Answer:** *CDG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

CDG (100%)

Question #8*Topic 1*

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

* A. A user may have multiple roles, but a single persona **Most Voted**
* B. Roles control access to features in the product **Most Voted**
* C. Personas represent types of users of the product **Most Voted**
* 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 **Most Voted**

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**Correct Answer:** *ABCF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ABCF (100%)

Question #12*Topic 1*

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

* A. Facilities **Most Voted**
* B. Contracts
* C. Hardware **Most Voted**
* D. Software entitlements **Most Voted**
* E. Software distributions

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**Correct Answer:** *ACD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ACD (100%)

Question #20*Topic 1*

Which of these tables are installed with Hardware Model Normalization? (Choose three.)

* A. Device Type **Most Voted**
* B. Hardware Manufacturer **Most Voted**
* C. Hardware Normalize Key
* D. Hardware Model Library **Most Voted**
* E. Device Name

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ABD (100%)

Question #26*Topic 1*

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

* A. Transform mappings
* B. Mapping assist
* C. Normalization transformation
* D. Normalization mappings **Most Voted**
* E. Transform normalization

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

D (100%)

Question #28*Topic 1*

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

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

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ABD (100%)

Question #32*Topic 1*

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 **Most Voted**
* D. Scanned and not expected **Most Voted**
* E. Scanned and expected **Most Voted**
* F. Expected and not found **Most Voted**

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**Correct Answer:** *CDEF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

CDEF (100%)

Question #34*Topic 1*

What are baseline asset states? (Choose three.)

* A. In Stock **Most Voted**
* B. Consumed **Most Voted**
* C. Retired **Most Voted**
* D. Duplicate
* E. Exported

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**Correct Answer:** *ABC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ABC (69%)

AC (31%)

Question #35*Topic 1*

What field must an agent complete when resolving an incident in order for the HAM asset tasks to automatically update all configuration item (CI) and asset records associated to the Incident?

* A. Asset and CI Action
* B. Asset-CI Task Action
* C. Asset Task Action
* D. Asset Action **Most Voted**

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

D (100%)

Question #37*Topic 1*

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

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

B (100%)

Question #39*Topic 1*

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

* A. Disposed **Most Voted**
* B. Donated **Most Voted**
* C. Vendor Credit **Most Voted**
* D. Destroyed
* E. Pending Disposal
* F. Sold **Most Voted**

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**Correct Answer:** *ABCF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/)

*Community vote distribution*

ABCF (58%)

ABCE (42%)

Question #52*Topic 1*

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

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

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**Correct Answer:** *BDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

BDE (100%)

Question #53*Topic 1*

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

* A. Procurement orders
* B. Transfer orders **Most Voted**
* C. Stock order tasks
* D. Purchase orders **Most Voted**
* E. Catalog tasks **Most Voted**

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**Correct Answer:** *BDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

BDE (100%)

Question #56*Topic 1*

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

* A. Provides end users visibility to their assigned hardware **Most Voted**
* 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 **Most Voted**

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**Correct Answer:** *AD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

AD (100%)

Question #57*Topic 1*

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

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

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

AC (100%)

Question #67*Topic 1*

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

* A. cmdb\_model\_category
* B. alm\_hardware
* C. No migration is required **Most Voted**
* D. alm\_asset

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**Correct Answer:** *A* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

C (100%)

Question #73*Topic 1*

When does hardware normalization run by default?

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

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

B (100%)

Question #78*Topic 1*

Which three attributes from a hardware model record are used for setting the normalized display name during hardware model normalization?

* A. Name, Manufacturer, Model category
* B. Asset tracking unit, Manufacturer, Model number
* C. Name, Manufacturer, Model number **Most Voted**
* D. Name, Asset tracking unit, Model number
* E. Asset tracking unit, Manufacturer, Model category

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**Correct Answer:** *C* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

C (100%)

Question #84*Topic 1*

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

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

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**Correct Answer:** *ABD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

ABD (100%)

Question #86*Topic 1*

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

* A. Stockroom audit **Most Voted**
* B. Vendor audit
* C. Location audit **Most Voted**
* D. Discovery audit

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**Correct Answer:** *AC* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

AC (100%)

Question #87*Topic 1*

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

* A. Draft **Most Voted**
* B. Active **Most Voted**
* C. In use
* D. New
* E. Expired **Most Voted**

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**Correct Answer:** *ABE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

ABE (100%)

Question #95*Topic 1*

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

* A. Draft **Most Voted**
* B. Canceled **Most Voted**
* C. Renewed
* D. Extended
* E. Active **Most Voted**
* F. Renegotiated
* G. Expired **Most Voted**

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**Correct Answer:** *ABEG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

ABEG (78%)

ABDE (22%)

Question #97*Topic 1*

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

* A. A stock order record
* B. A model record **Most Voted**
* C. A transfer order record
* D. A model category record **Most Voted**
* E. A consumable record **Most Voted**

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**Correct Answer:** *BDE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

BDE (100%)

Question #99*Topic 1*

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

* A. Mobile Asset App
* B. Mobile App **Most Voted**
* C. Mobile ITAM App
* D. Mobile Agent App

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/2/)

*Community vote distribution*

B (100%)

Question #102*Topic 1*

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

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

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**Correct Answer:** *DE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

DE (100%)

Question #107*Topic 1*

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

* A. New hardware assets found by audits **Most Voted**
* B. Hardware models up for end of life
* C. Hardware nearing end of warranty
* D. Active stock rules **Most Voted**
* E. Open asset audits **Most Voted**
* F. Requests that require sourcing

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**Correct Answer:** *ADE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ADE (100%)

Question #109*Topic 1*

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

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

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**Correct Answer:** *ABE* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ABE (70%)

ACE (20%)

10%

Question #114*Topic 1*

By default, what Quick links are available on the Hardware asset overview view? (Choose three.)

* A. Transfer orders **Most Voted**
* B. Assets eligible for refresh by model category
* C. Asset requests **Most Voted**
* D. Model normalization **Most Voted**
* E. Asset count by model category
* F. Asset count by lifecycle state

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**Correct Answer:** *ACD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ACD (100%)

Question #119*Topic 1*

Which of the following are components of the ServiceNow asset lifecycle? (Choose three.)

* A. Discard
* B. Order
* C. Procure **Most Voted**
* D. Request **Most Voted**
* E. Install
* F. Receive **Most Voted**

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**Correct Answer:** *CDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

CDF (100%)

Question #121*Topic 1*

What are types of assets? (Choose four.)

* A. Model
* B. Software entitlement **Most Voted**
* C. Hardware **Most Voted**
* D. Consumable **Most Voted**
* E. Stockroom
* F. Facility **Most Voted**

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**Correct Answer:** *BCDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

BCDF (100%)

Question #122*Topic 1*

What are the baseline asset lifecycle automation flows provided by the Hardware Asset Management (HAM) plugin? (Choose three.)

* A. Hardware asset order **Most Voted**
* B. Hardware bulk stock order **Most Voted**
* C. Hardware swap order
* D. Hardware retire order
* E. Hardware deployment
* F. Hardware disposal **Most Voted**

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**Correct Answer:** *ABF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ABF (100%)

Question #126*Topic 1*

When selected on the model category form, what feature prevents the automatic creation of an asset?

* A. Enforce Asset Creation
* B. Enforce Asset Verification
* C. Enforce Asset Validation
* D. Enforce CI Validation
* E. Enforce CI Verification **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

E (100%)

Question #132*Topic 1*

What core sets of data are required for effective IT asset management? (Choose four.)

* A. Manufacturers **Most Voted**
* B. Relationships
* C. Locations **Most Voted**
* D. Users **Most Voted**
* E. Projects
* F. Models **Most Voted**

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**Correct Answer:** *ACDF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ACDF (100%)

Question #135*Topic 1*

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

* A. Provision
* B. Retire **Most Voted**
* C. Update/Repair **Most Voted**
* D. Swap **Most Voted**
* E. Assign/Allocate

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**Correct Answer:** *BCD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

BCD (71%)

14%

14%

Question #143*Topic 1*

What requirements must be met in order for a consumable asset to be consumed? (Choose three.)

* A. Quantity > 0 **Most Voted**
* B. State is In stock or Pending Delivery
* C. Substate is pre-allocated
* D. Substate is Available **Most Voted**
* E. Quantity > stockroom threshold
* F. State is In stock **Most Voted**

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**Correct Answer:** *ADF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

ADF (100%)

Question #144*Topic 1*

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 **Most Voted**
* B. To move transfer order lines from one stage to another **Most Voted**
* 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

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**Correct Answer:** *AB* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

AB (100%)

Question #149*Topic 1*

Stock rules have automatic restocking actions that occur through a daily scheduled job. What plugin must be activated in order to configure and use the scheduled job?

* A. Cost Management
* B. Procurement **Most Voted**
* C. Field Service Mobile
* D. Order Management

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**Correct Answer:** *B* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/3/)

*Community vote distribution*

B (100%)

Question #152*Topic 1*

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

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

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**Correct Answer:** *BD* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

BD (100%)

Question #154*Topic 1*

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 **Most Voted**
* D. Hardware models up for end of life
* E. New hardware assets found by audits
* F. Requests that require sourcing **Most Voted**

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**Correct Answer:** *CF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

CF (100%)

Question #155*Topic 1*

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 > Administration
* B. Asset > Overview
* C. Asset Hardware Model Normalization > Content Service Setup
* D. Asset > Asset Audits > Asset Audits
* E. Asset > Hardware Asset Dashboard **Most Voted**

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**Correct Answer:** *E* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

E (100%)

Question #163*Topic 1*

Baseline ITSM Asset Management provides which features? (Choose three.)

* A. Mobile My Assets **Most Voted**
* B. Hardware Model Normalization
* C. Asset Inventory Audit
* D. Hardware Asset Dashboard
* E. Hardware Manufacturer Lifecycle Dates
* F. Stockrooms **Most Voted**
* G. Mobile Asset Receiving **Most Voted**

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**Correct Answer:** *AFG* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

AFG (100%)

Question #167*Topic 1*

Which are valid hardware model lifecycle phases? (Choose three.)

* A. General Availably **Most Voted**
* B. Upgrade
* C. End of Subscription
* D. Pre-release
* E. Beta
* F. End of Life **Most Voted**

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**Correct Answer:** *ADF* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

AF (67%)

ADF (33%)

Question #169*Topic 1*

During an audit, when is the Scanned Assets related list updated in the asset audit form?

* A. When the nightly scheduled job runs
* B. Every 15 minutes
* C. Every hour
* D. Each time scans are submitted from the app **Most Voted**
* E. Every time an item is scanned from the app

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**Correct Answer:** *D* [🗳️](https://www.examtopics.com/exams/servicenow/cis-ham/view/4/)

*Community vote distribution*

D (100%)