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 #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 #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 #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 #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 #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 #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 #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 #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 #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%)