Question #1*Topic 1*

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 **Most Voted**
* D. Improve management controls **Most Voted**
* E. Improve efficiency **Most Voted**

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

*Community vote distribution*

CDE (78%)

ADE (22%)

Question #2*Topic 1*

Which ServiceNow role enables the user to perform actions related to incident, problem, change, and configuration management?

* A. procurement\_user
* B. inventory\_admin
* C. itil **Most Voted**
* D. discovery\_admin
* E. asset

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

*Community vote distribution*

C (100%)

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 #4*Topic 1*

What is the third tier of the capability blueprint?

* A. Practical management
* B. Strategic conformance
* C. Trustworthy data
* D. Operational integration **Most Voted**
* E. Financial management

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

*Community vote distribution*

D (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 #7*Topic 1*

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 **Most Voted**
* B. Leverages IT Service Management (ITSM) to manage the lifecycle of assets as they pass through their useful life as configuration items (CIs) **Most Voted**
* C. Provides input into, aligns with, and follows corporate governance **Most Voted**
* D. Improves application privacy and security adherence
* E. Leverages Service Mapping to predict service impact

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

*Community vote distribution*

ABC (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 #9*Topic 1*

Hamm is a member of the Asset Managers group which has the ham\_admin role assigned to it. Based on this role alone, which of the following operations can Hamm perform? (Choose four.)

* A. Revert normalization results **Most Voted**
* B. Create and delete asset records **Most Voted**
* C. Create purchase orders **Most Voted**
* D. Create flows
* E. Import assets
* F. Add Service Catalog entries **Most Voted**

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

*Community vote distribution*

ABCF (88%)

6%

Question #10*Topic 1*

What information would you track for a configuration item (CI) versus an asset? (Choose two.)

* A. Financial
* B. Lifecycle
* C. Contractual
* D. Operational **Most Voted**
* E. Relationship **Most Voted**

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

*Community vote distribution*

DE (100%)

Question #11*Topic 1*

A component is considered an IT asset vs. a configuration item (CI) when you want to do which of the following? (Choose three.)

* A. Manage its procurement, maintenance, or retirement **Most Voted**
* B. Track its operational information
* C. Track its monetary value or costs **Most Voted**
* D. Manage its associated license, warranty, or lease contracts **Most Voted**
* E. Know its relationships to other assets in the CMDB

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

*Community vote distribution*

ACD (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 #13*Topic 1*

What is the default display name for an asset?

* A. An automatically generated combination of serial number and model category
* B. An automatically generated combination of asset tag and model **Most Voted**
* C. An automatically generated combination of serial number and model
* D. An automatically generated combination of asset tag and model category

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

*Community vote distribution*

B (100%)

Question #14*Topic 1*

What is the default state of a newly created asset?

* A. In use **Most Voted**
* B. Consumed
* C. On order
* D. In stock

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

*Community vote distribution*

A (100%)

Question #15*Topic 1*

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 **Most Voted**
* C. Unrecognized data is sent to the ServiceNow Content Service, but is now encrypted
* D. Customer doesn't receive Content Library updates

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

*Community vote distribution*

B (100%)

Question #16*Topic 1*

What fields does the ServiceNow Content Service normalize or enrich? (Choose four.)

* A. Lifecycle **Most Voted**
* B. Device type **Most Voted**
* C. Manufacturer **Most Voted**
* D. Memory
* E. Asset tag
* F. Hardware model **Most Voted**

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

*Community vote distribution*

ABCF (100%)

Question #17*Topic 1*

What is the process of restructuring data to maintain consistency?

* A. Integration
* B. Normalization **Most Voted**
* C. Discovery
* D. Service Mapping

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

*Community vote distribution*

B (100%)

Question #18*Topic 1*

What are ways to measure trustworthy data? (Choose four.)

* A. Sustainability
* B. Plausibility
* C. Credibility **Most Voted**
* D. Dependability **Most Voted**
* E. Transferability **Most Voted**
* F. Reliability **Most Voted**

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

*Community vote distribution*

CDEF (100%)

Question #19*Topic 1*

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. Undo Normalization Scheduled Job
* D. Revert Normalization UI 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 #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 #21*Topic 1*

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

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

*Community vote distribution*

B (100%)

Question #22*Topic 1*

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

* A. IAPSO
* B. UPC
* C. UNSPSC **Most Voted**
* D. ECCMA
* E. NIGP

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

*Community vote distribution*

C (100%)

Question #23*Topic 1*

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

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

*Community vote distribution*

B (89%)

11%

Question #24*Topic 1*

What information should be tracked in an asset record? (Choose two.)

* A. Physical resources
* B. Financial information **Most Voted**
* C. Operational details
* D. Contractual information **Most Voted**
* E. Logical relationships

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

*Community vote distribution*

BD (100%)

Question #25*Topic 1*

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 **Most Voted**
* D. Yes, it can be deleted or deactivated

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

*Community vote distribution*

C (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 #27*Topic 1*

During normalization, what is the most common cause for hardware models to generate a status of Match Not Found?

* A. Missing transform map
* B. Plugin issues
* C. Invalid transform map
* D. Missing data **Most Voted**

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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 #29*Topic 1*

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 **Most Voted**
* 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

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

*Community vote distribution*

A (100%)

Question #30*Topic 1*

When a hardware asset is retired (e.g., a server), what happens to any existing software allocations on that asset?

* A. The software allocations remain with the hardware asset and need to be reclaimed manually. **Most Voted**
* B. The software allocations are automatically returned back into inventory.
* C. The software allocations are removed from the asset, but not returned to inventory.
* D. The behavior is controlled by the configurable system property glide.ham.retire\_reclaim\_sw().
* E. The behavior is controlled by the configurable system property glide.ham.retire\_sw().

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

*Community vote distribution*

A (38%)

B (31%)

C (23%)

8%

Question #31*Topic 1*

With regard to Contract Management notifications, what is the most important contract dale to be aware of?

* A. Extend date
* B. Renew date
* C. Expire date **Most Voted**
* D. Start date

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

*Community vote distribution*

C (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 #33*Topic 1*

How can you automate the replenishment of stock levels?

* A. Transfer Rules
* B. Transfer Orders
* C. Stock Filters
* D. Stock Rules **Most Voted**

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

*Community vote distribution*

D (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 #36*Topic 1*

Which mobile app allows the user to conduct an inventory audit?

* A. ServiceNow Agent mobile app **Most Voted**
* B. Mobile My Inventory
* C. Mobile Hardware Asset Management
* D. Mobile My Assets
* E. ServiceNow Inventory mobile app

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

*Community vote distribution*

A (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 #38*Topic 1*

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 **Most Voted**
* D. Pre-populated by the asset manager before audit
* E. When the asset manager Submits the results

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

*Community vote distribution*

C (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 #40*Topic 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 **Most Voted**
* 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

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

*Community vote distribution*

B (100%)

Question #41*Topic 1*

How does an end user determine what consumables they have consumed?

* A. Navigate to Self-Service > My Consumables
* B. Navigate to Self-Service > My Assets **Most Voted**
* C. Navigate to Asset > Hardware Asset Dashboard
* D. Navigate to Self-Service > My Hardware Asset Dashboard

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

*Community vote distribution*

B (89%)

11%

Question #42*Topic 1*

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 **Most Voted**
* 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

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

*Community vote distribution*

A (100%)

Question #43*Topic 1*

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 **Most Voted**
* 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

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

*Community vote distribution*

B (100%)

Question #44*Topic 1*

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 **Most Voted**
* D. In groups of ten items

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

*Community vote distribution*

C (100%)

Question #45*Topic 1*

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 discharge
* B. Certificate of decommission
* C. Certificate of destruction
* D. Certificate of disposal **Most Voted**
* E. Certificate of retirement

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

*Community vote distribution*

D (100%)

Question #46*Topic 1*

You may adjust a contract when it is in which of the following states? (Choose two.)

* A. Active **Most Voted**
* B. Extended
* C. Canceled
* D. Expired **Most Voted**
* E. Renewed

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

*Community vote distribution*

AD (90%)

10%

Question #47*Topic 1*

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

* A. Product Catalog **Most Voted**
* B. Vendor Catalog **Most Voted**
* C. Asset Catalog
* D. Service Catalog **Most Voted**
* E. Procurement Catalog

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

*Community vote distribution*

ABD (100%)

Question #48*Topic 1*

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

* A. Product Catalog **Most Voted**
* B. Consumable Catalog
* C. Asset Catalog
* D. Vendor Catalog **Most Voted**
* E. Service Catalog **Most Voted**

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

*Community vote distribution*

ADE (100%)

Question #49*Topic 1*

The Stock Rule Runner scheduled job replenishes stock in a stockroom\_\_\_\_\_\_\_\_\_\_.

* A. When stock is less than the threshold specified in the stock rule **Most Voted**
* 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

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

*Community vote distribution*

A (100%)

Question #50*Topic 1*

When creating a list report that groups all assets by product model, which table is used?

* A. alm\_asset **Most Voted**
* B. alm\_model
* C. alm\_model\_category
* D. alm\_hardware

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

*Community vote distribution*

A (83%)

D (17%)

Question #51*Topic 1*

Assets can be scanned and created in ServiceNow via the Agent mobile application in which scenarios? (Choose two.)

* A. Create a single asset via barcode scan **Most Voted**
* B. Receive one or multiple assets from a purchase order **Most Voted**
* C. Create multiple assets listed on a contract PDF scan
* D. Create a single asset via Name search

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

*Community vote distribution*

AB (100%)

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 #54*Topic 1*

What is the primary goal of the Inventory tab of the Hardware Asset Management dashboard?

* A. Help the asset manager generate reports
* B. Show the value from maintaining inventory **Most Voted**
* C. Help the stock manager process transfer orders
* D. Show the value from bulk purchasing
* E. Help the asset manager process purchase orders

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

*Community vote distribution*

B (91%)

9%

Question #55*Topic 1*

What do certification filters define?

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

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

*Community vote distribution*

C (91%)

9%

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 #58*Topic 1*

What are some examples of operational expenses of managing an asset throughout its lifecycle? (Choose two.)

* A. Replacement parts **Most Voted**
* B. Storage costs
* C. Maintenance agreements **Most Voted**
* D. Warranty costs

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

*Community vote distribution*

AC (100%)

Question #59*Topic 1*

What is the name of the scheduled job that generates expense lines based on rate cards?

* A. Process Daily Costs
* B. Process FM Costs **Most Voted**
* C. Process Daily Allocations
* D. Process Expense Allocations

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

*Community vote distribution*

B (100%)

Question #60*Topic 1*

How do you calculate residual value?

* A. Subtract the amortized value from the cost of the asset
* B. Subtract storage and lease cost from the cost of the asset
* C. Subtract the depreciation from the cost of the asset **Most Voted**
* D. Subtract the salvage value from the cost of the asset

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

*Community vote distribution*

C (100%)

Question #61*Topic 1*

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

* A. Financial
* B. Operational **Most Voted**
* C. Lifecycle
* D. Contractual
* E. Relationship **Most Voted**

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

*Community vote distribution*

BE (100%)

Question #62*Topic 1*

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 **Most Voted**

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

*Community vote distribution*

D (90%)

10%

Question #63*Topic 1*

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

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

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

*Community vote distribution*

ABCD (100%)

Question #64*Topic 1*

A given collection of methodologies, assets, and templates within Now Create is referred to as what?

* A. Now Create pack
* B. Project pack
* C. Success pack **Most Voted**
* D. Methodology pack
* E. Asset pack

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

*Community vote distribution*

C (100%)

Question #65*Topic 1*

To access the full spectrum of asset management functionality, which inactive plugins should be installed? (Choose five.)

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

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

*Community vote distribution*

BCDEG (100%)

Question #66*Topic 1*

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 **Most Voted**
* D. Trustworthy Data, Lifecycle Management, Operational integration, Business Alignment

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

*Community vote distribution*

C (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 #68*Topic 1*

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

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

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

*Community vote distribution*

B (86%)

14%

Question #69*Topic 1*

A component is considered an IT asset when you want to: (Choose three.)

* A. Manage its procurement **Most Voted**
* B. Know its relationships to a business service
* C. Track its operational information
* D. Track its incurred costs **Most Voted**
* E. Manage its maintenance contracts **Most Voted**

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

*Community vote distribution*

ADE (100%)

Question #70*Topic 1*

Which is NOT considered an asset?

* A. Websites **Most Voted**
* B. Switches
* C. Routers
* D. Buildings
* E. Software entitlements

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

*Community vote distribution*

A (100%)

Question #71*Topic 1*

What are model records?

* A. Models are specific versions or various configurations of an asset **Most Voted**
* 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

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

*Community vote distribution*

A (100%)

Question #72*Topic 1*

Which of the following are functions of the model category? (Choose two.)

* A. Model categories group consumables in the Product Catalog
* B. Model categories determine when to create assets from configuration items (Cls) **Most Voted**
* C. Model categories group related assets in the Service Catalog
* D. Model categories provide the link between configuration management and asset management **Most Voted**
* E. Model categories provide the link between procurement management and asset management

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

*Community vote distribution*

BD (80%)

AB (20%)

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 #74*Topic 1*

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

* A. Version
* B. Owner
* C. Manufacturer
* D. Model number **Most Voted**

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

*Community vote distribution*

D (100%)

Question #75*Topic 1*

Which elements are provided by the hardware asset management content service? (Choose three.)

* A. Manufacturer lifecycle dates **Most Voted**
* B. Cost
* C. Product warranty
* D. Manufacturer **Most Voted**
* E. Model name **Most Voted**
* F. Compatibles

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

*Community vote distribution*

ADE (100%)

Question #76*Topic 1*

What hardware asset attribute should you track that is NOT part of a configuration item (CI)?

* A. IP address
* B. CPU
* C. Cost **Most Voted**
* D. Operating system
* E. Memory

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

*Community vote distribution*

C (100%)

Question #77*Topic 1*

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

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

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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 #79*Topic 1*

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 **Most Voted**
* E. Asset tracking unit

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

*Community vote distribution*

D (100%)

Question #80*Topic 1*

What plugin offers consistent, good, clean data for the company names of vendors or manufactures?

* A. Hardware Model Normalization (com.sn\_hwnorm)
* B. Service Catalog Scoped API (com.glideapp.servicecatalog.scoped.api)
* C. Outbound Tracking (com.glide.outbound\_tracking)
* D. Normalization Data Services Client (com.glide.data\_services\_canonicalization.client) **Most Voted**

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

*Community vote distribution*

D (83%)

A (17%)

Question #81*Topic 1*

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 **Most Voted**
* D. Query the scheduled job reports to determine if the Hardware Normalization Content Library Download job has completed yet

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

*Community vote distribution*

C (100%)

Question #82*Topic 1*

How do you prevent normalization information fora specific hardware model from being sent to the ServiceNow Content Service?

* A. Select Exclude from content service on the Normalization tab of the hardware model record **Most Voted**
* B. Click the Exclude button on the hardware model record
* C. Click the Opt-out button on the hardware model record
* D. Select Opt-out from content service on the Normalization tab of the hardware model record

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

*Community vote distribution*

A (100%)

Question #83*Topic 1*

What are the two primary benefits of deploying asset tasks during the retirement of an asset? (Choose two.)

* A. Reduces manual intervention **Most Voted**
* B. Reduces field agent training
* C. Increases data accuracy **Most Voted**
* D. Reduces process cost
* E. Increases speed of updates

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

*Community vote distribution*

AC (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 #85*Topic 1*

A transfer order is used to do what?

* A. Transfer an asset between vendors
* B. Move an asset to an external stockroom
* C. Move an asset between stockrooms **Most Voted**
* D. Transfer an asset to a user

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

*Community vote distribution*

C (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 #88*Topic 1*

Stockroom C has seven Bluetooth keyboards with a total value of $630. The asset manager procures two more of the same model keyboards for $360 and adds them to Stockroom C. When one of these keyboards is consumed, what is the value of the consumed Bluetooth keyboard?

* A. 110 **Most Voted**
* B. 180
* C. 63
* D. 90

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

*Community vote distribution*

A (100%)

Question #89*Topic 1*

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 **Most Voted**

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

*Community vote distribution*

E (100%)

Question #90*Topic 1*

Within the asset audit form, where would you find the list of all assets that were found at the stockroom or warehouse that is being audited?

* A. Identified assets
* B. Scanned assets **Most Voted**
* C. Expected assets
* D. Labelled assets
* E. Inventoried assets

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

*Community vote distribution*

B (75%)

C (25%)

Question #91*Topic 1*

What is the purpose of stock rules? (Choose two.)

* A. To automatically transfer assets when a low quantity threshold is detected in a stockroom **Most Voted**
* B. To track stock orders from a vendor
* C. To send notifications when a low quantity threshold is detected in a stockroom **Most Voted**
* D. To track stock movement between stockrooms
* E. To send notifications when a stock shipment arrives at a stockroom

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

*Community vote distribution*

AC (100%)

Question #92*Topic 1*

Which of an organization’s assets are managed using stockrooms?

* A. All available stock, consumable or not **Most Voted**
* B. Just consumable assets
* C. All hardware and software assets
* D. All disposable assets

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

*Community vote distribution*

A (100%)

Question #93*Topic 1*

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 **Most Voted**
* B. Consolidate
* C. Unique identifier
* D. Unique source
* E. Unique target
* F. Combine

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

*Community vote distribution*

A (100%)

Question #94*Topic 1*

An event runs each night to send reminders to contract administrators about contract expiration dates (e.g., so they can renew or renegotiate the contract). By default, when does the contract administrator receive these notifications? (Choose four.)

* A. 10 days before
* B. 1 week before
* C. 60 days before **Most Voted**
* D. Day of expiration **Most Voted**
* E. 90 days before **Most Voted**
* F. 30 days before **Most Voted**

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

*Community vote distribution*

CDEF (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 #96*Topic 1*

What are the key steps for importing asset data? (Choose three.)

* A. Merge transform maps
* B. Run transform map **Most Voted**
* C. Update transform map
* D. Create transform map **Most Voted**
* E. Load data **Most Voted**
* F. Consolidate data

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

*Community vote distribution*

BDE (100%)

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 #98*Topic 1*

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 **Most Voted**
* 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

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

*Community vote distribution*

C (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 #100*Topic 1*

Select the three main components of the data certification process. (Choose three.)

* A. Certify the certification
* B. Assign the certification tasks
* C. Create the certification filter **Most Voted**
* D. Create the certification schedule **Most Voted**
* E. Run the certification **Most Voted**

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

*Community vote distribution*

CDE (89%)

11%

Question #101*Topic 1*

Which catalog facilitates the ability to source from existing stock?

* A. Procurement Catalog
* B. Vendor Catalog
* C. Service Catalog **Most Voted**
* D. Product Catalog

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

*Community vote distribution*

C (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 #103*Topic 1*

Publishing an item to the Service Catalog can be done by using the “Publish to Hardware Catalog” related link in:

* A. Product Catalog **Most Voted**
* B. Inventory Catalog
* C. Asset Catalog
* D. Supplier Catalog

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

*Community vote distribution*

A (100%)

Question #104*Topic 1*

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 **Most Voted**
* B. In use
* C. Awaiting delivery
* D. Pending transfer

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

*Community vote distribution*

A (100%)

Question #105*Topic 1*

How often are the tabs in the Hardware Asset dashboard updated?

* A. Daily based on scheduled job
* B. Hourly
* C. In real time **Most Voted**
* D. Every 15 minutes

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

*Community vote distribution*

C (100%)

Question #106*Topic 1*

What minimum role is required in order to use the Hardware Asset dashboard?

* A. asset **Most Voted**
* B. asset\_manager
* C. ham\_user
* D. ham\_admin
* E. inventory\_admin

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

*Community vote distribution*

A (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 #108*Topic 1*

Which mobile app can users leverage to create assets, perform inventory audits, and receive assets?

* A. Now Agent Mobile App **Most Voted**
* B. Now Procurement App
* C. Now Mobile App
* D. Now Onboarding App

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

*Community vote distribution*

A (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 #110*Topic 1*

What original costs are involved in purchasing an asset and putting it into use? (Choose three.)

* A. Lease **Most Voted**
* B. Delivery **Most Voted**
* C. Spare parts
* D. Maintenance
* E. Storage **Most Voted**

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

*Community vote distribution*

ABE (100%)

Question #111*Topic 1*

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 CM Costs
* B. Process Rate Cards
* C. Process FM Costs **Most Voted**
* D. Process Expense Lines

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

*Community vote distribution*

C (100%)

Question #112*Topic 1*

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

* A. Delivery cost
* B. Original cost **Most Voted**
* C. Depreciation expense
* D. Operational expense **Most Voted**

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

*Community vote distribution*

BD (100%)

Question #113*Topic 1*

What is a requirement for sourcing a request from the requester’s local stockroom?

* A. The requested stock must be in transit from a vendor
* B. The requested stock must be available in the local stockroom **Most Voted**
* C. The requested stock must be available via transfer order from a remote stockroom
* D. The requested stock must be in transit from a remote stockroom

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

*Community vote distribution*

B (100%)

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 #115*Topic 1*

A component is considered a configuration item (CI) as opposed to an IT asset when you want to:

* A. Track its incurred costs
* B. Manage its retirement
* C. Track its relationship information **Most Voted**
* D. Manage its license contracts
* E. Know who is using it

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

*Community vote distribution*

C (100%)

Question #116*Topic 1*

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

* A. Financial data **Most Voted**
* B. Contractual data **Most Voted**
* C. Lifecycle data **Most Voted**
* D. Configuration data
* E. Hardware data

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

*Community vote distribution*

ABC (100%)

Question #117*Topic 1*

What is the focus of asset management?

* A. Financial tracking of an organization's property
* B. Financial tracking of the organization's network
* C. Building of the organization's property
* D. Building the elements that create the organization's network

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

Question #118*Topic 1*

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

* A. Operational integration
* B. Trustworthy data
* C. Strategic conformance **Most Voted**
* D. Practical management

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

*Community vote distribution*

C (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 #120*Topic 1*

What are the five valid phases of the Now Create methodology?

* A. Review, prepare, create, validate, recap
* B. Initiate, plan, execute, deliver, close **Most Voted**
* C. Create, recap, execute, deliver, review
* D. Initiate, plan, execute, review, close

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

*Community vote distribution*

B (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 #123*Topic 1*

What plugin helps alleviate inconsistencies in company names?

* A. Extended CMDB
* B. Normalization Data Services **Most Voted**
* C. Contract Management
* D. Data Certification

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

*Community vote distribution*

B (100%)

Question #124*Topic 1*

What are the Normalization statuses? (Choose six.)

* A. Manufacturer Normalized **Most Voted**
* B. Match Not Found **Most Voted**
* C. Partially Normalized **Most Voted**
* D. Normalized **Most Voted**
* E. Manually Normalized **Most Voted**
* F. Version Normalized
* G. New **Most Voted**
* H. Found

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

*Community vote distribution*

ABCDEG (100%)

Question #125*Topic 1*

An asset record tracks which data that is NOT part of configuration management? (Choose three.)

* A. Lifecycle data **Most Voted**
* B. Contractual data **Most Voted**
* C. Financial data **Most Voted**
* D. Logical data
* E. Operational data

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

*Community vote distribution*

ABC (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 #127*Topic 1*

In order for a hardware model to be fully normalized rather than partially normalized, what field is required in the hardware model record?

* A. Manufacturer
* B. Name
* C. Asset tag
* D. Display name
* E. Model number **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 #128*Topic 1*

You have just created a new hardware model record for a group of laptops you purchased. When does normalization first run to normalize the record?

* A. When the daily scheduled HAM – Daily job runs
* B. When the weekly scheduled HAM – Normalization job runs
* C. When you save the hardware model record **Most Voted**
* D. When you click the Normalize Hardware Model link under Related Links

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

*Community vote distribution*

C (100%)

Question #129*Topic 1*

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

* A. Monthly
* B. Weekly **Most Voted**
* C. Daily
* D. Quarterly

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

*Community vote distribution*

B (60%)

C (40%)

Question #130*Topic 1*

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

* A. Model name **Most Voted**
* B. Model category
* C. Model number **Most Voted**
* D. Display name
* E. Manufacturer **Most Voted**

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

*Community vote distribution*

ACE (100%)

Question #131*Topic 1*

As part of the hardware model normalization process, the Content Library automatically populates your inventory with what non-discoverable asset metadata?

* A. Manufacturer comparables
* B. Manufacturer part number
* C. Manufacturer lifecycle dates **Most Voted**
* D. Manufacturer price

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

*Community vote distribution*

C (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 #133*Topic 1*

What role is required to use the Hardware Model Normalization Overview dashboard?

* A. ham\_normalization
* B. ham\_user
* C. ham\_admin
* D. asset\_manager
* E. asset **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 #134*Topic 1*

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 **Most Voted**
* E. On-demand job

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

*Community vote distribution*

D (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 #136*Topic 1*

What happens to the consumable's asset record after it has been consumed?

* A. The record is marked inactive but remains in the system
* B. The record state is set to In use
* C. The record remains in the system for reporting purposes only **Most Voted**
* D. The record is removed from the system

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

*Community vote distribution*

C (100%)

Question #137*Topic 1*

A contract can be cancelled when the State is what?

* A. Expired
* B. Active **Most Voted**
* C. Inactive
* D. Rejected

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

*Community vote distribution*

B (100%)

Question #138*Topic 1*

During an inventory audit, what happens if you accidentally scan the same asset twice?

* A. The first scan is imported
* B. Both records are imported
* C. HAM automatically removes duplicates **Most Voted**
* D. The most recent scan is imported

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

*Community vote distribution*

C (100%)

Question #139*Topic 1*

A blind inventory audit is typically initiated via which interface?

* A. Third-party API
* B. Now Inventory app
* C. Now Agent Mobile app **Most Voted**
* D. Now Mobile app

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

*Community vote distribution*

C (100%)

Question #140*Topic 1*

Assets can be moved between stockrooms by using:

* A. Stock orders
* B. Stock rules
* C. Transfer rules
* D. Transfer orders **Most Voted**

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

*Community vote distribution*

D (100%)

Question #141*Topic 1*

Describe the structure of a Transfer Order.

* A. Transfer Order Task > Transfer Order
* B. Transfer Order > Transfer Order Line > Transfer Order Task **Most Voted**
* C. Transfer Order > Transfer Order Task > Transfer Order Line
* D. Transfer Order Task > Transfer Order Line

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

*Community vote distribution*

B (100%)

Question #142*Topic 1*

When running an asset audit, you receive the result of 10 "Expected and not found" assets. What does this mean?

* A. You expected 10 assets in your inventory and scanned these 10 assets during your audit.
* B. You scanned 20 assets in your inventory, but only 10 of them were on your expected inventory list.
* C. You expected 10 assets in your inventory and scanned 10 assets during your audit, but none of them are on your expected inventory list.
* D. You expected 10 assets during your audit inventory and scanned 10 assets, but none of them have a record in your ServiceNow instance. **Most Voted**

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

*Community vote distribution*

C (50%)

D (50%)

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 #145*Topic 1*

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

* A. A business rule **Most Voted**
* B. A stock rule
* C. A stockroom rule
* D. A transfer rule

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

*Community vote distribution*

A (100%)

Question #146*Topic 1*

When should you retire an IT asset?

* A. At any point it is recommended by the HAM-defined asset policy
* B. At any point that it is recommended by your company-defined policies and procedures **Most Voted**
* C. At any point it is recommended by the HAM-defined asset disposal procedure
* D. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-service
* E. When the Hardware Content Service Lifecycle data reports the asset is nearing end-of-life

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

*Community vote distribution*

B (75%)

A (25%)

Question #147*Topic 1*

What critical information should be tracked for your contracts? (Choose two.)

* A. Who purchased the assets
* B. What each contract costs **Most Voted**
* C. What needs to be cancelled
* D. What assets each contract covers **Most Voted**

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

*Community vote distribution*

BD (100%)

Question #148*Topic 1*

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. **Most Voted**
* D. The request automatically creates a purchase order to obtain the assets from a vendor.

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

*Community vote distribution*

C (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 #150*Topic 1*

Classes are represented as tables in the ServiceNow database. Which is the base asset class?

* A. cmdb\_asset
* B. alm\_hardware
* C. alm\_asset **Most Voted**
* D. cmdb\_hardware

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

*Community vote distribution*

C (86%)

14%

Question #151*Topic 1*

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 **Most Voted**

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

*Community vote distribution*

D (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 #153*Topic 1*

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. Supplier Catalog
* B. Product Catalog
* C. Inventory Catalog
* D. Vendor Catalog **Most Voted**

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

*Community vote distribution*

D (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 #156*Topic 1*

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 **Most Voted**
* D. Now My Assets app

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

*Community vote distribution*

C (100%)

Question #157*Topic 1*

When creating a stock rule that replenishes from a vender, what is primary requirement for the warehouse stockroom? (Choose two.)

* A. The stockroom manager must have a valid email address **Most Voted**
* B. The stockroom must have an assigned manager **Most Voted**
* C. The stockroom must have an assignment group
* D. The stockroom manager must have a valid mobile phone
* E. The stockroom manager must have a valid time zone

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

*Community vote distribution*

AB (100%)

Question #158*Topic 1*

Which tab on the Hardware Asset Dashboard enables tracking asset models with missing purchase details?

* A. Asset Heath **Most Voted**
* B. Procurement
* C. Model Management
* D. Inventory
* E. End of Lite

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

*Community vote distribution*

A (100%)

Question #159*Topic 1*

To utilize the contract rate cards features, which plugin is required to be activated?

* A. Financial Management
* B. Contract Management
* C. Rate Management
* D. Cost Management **Most Voted**

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

*Community vote distribution*

D (100%)

Question #160*Topic 1*

The current value of an asset (original cost less the depreciated amount) is known as:

* A. Cost of ownership
* B. Residual value **Most Voted**
* C. Current balance
* D. Salvage value

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

*Community vote distribution*

B (100%)

Question #161*Topic 1*

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

* A. Warranty costs **Most Voted**
* B. Purchase price or lease cost **Most Voted**
* C. Delivery costs **Most Voted**
* D. Resource costs for support
* E. Replacement parts
* F. Maintenance agreements

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

*Community vote distribution*

ABC (88%)

13%

Question #162*Topic 1*

After installing the Hardware Asset Management (HAM) plugin, how do you update it when new versions become available?

* A. The HI portal team automatically updates as new versions become available
* B. On your instance, filter on application updates, then click Update **Most Voted**
* C. On your instance, filter on application updates, then request an update from HI
* D. Run scheduled job, HAM Check for Updates, and request an update
* E. Check the HI portal for updates and request an update

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

*Community vote distribution*

B (86%)

14%

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 #164*Topic 1*

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

* A. Operating Expense
* B. Capital Expense
* C. Operating Cost
* D. Original Cost **Most Voted**

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

*Community vote distribution*

D (100%)

Question #165*Topic 1*

Within the asset audit form, where would you find the list of all assets that are currently assigned to the stockroom or warehouse that is being audited?

* A. Labelled assets
* B. Expected assets **Most Voted**
* C. Inventoried assets
* D. Scanned assets
* E. Stored assets

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

*Community vote distribution*

B (100%)

Question #166*Topic 1*

When a hardware asset is retired what happens to any existing software allocations on that asset?

* A. The software allocations remain with the hardware asset and need to be reclaimed manually **Most Voted**
* B. The software allocations are handled based upon the configuration of the system property glide.ham.retire\_sw()
* C. The software allocations are removed from the asset but not returned to inventory
* D. The software allocations are automatically returned back into inventory

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

*Community vote distribution*

A (80%)

C (20%)

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 #168*Topic 1*

What functionality enables you to automatically create asset records from information provided by your vendor while your assets are still in transit?

* A. Advanced Shipment Notification (ASN) **Most Voted**
* B. Advanced Vendor Notification (AVN)
* C. Automatic Shipment Notification (ASN)
* D. Automatic Asset Notification (AAN)
* E. Advanced Delivery Notification (ADN)

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

*Community vote distribution*

A (100%)

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%)