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CIS-HAM
Certified Implementation Specialist - Hardware Asset Management

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Question: 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
D. Improve management controls
E. Improve efficiency

Answer: C,D,E

Explanation:
According to the Hardware Asset Management page, the three tiers of Lifecycle Management are:
Know what you have: This tier involves tracking and managing the end-to-end lifecycle of all your hardware assets, physical and consumable, on a single system of action.
Improve management controls: This tier involves aligning hardware investments to business outcomes, and quickly identifying and mitigating technology risks such as tech debt, regulatory audits, and lost assets.
Improve efficiency: This tier involves improving efficiencies and simplifying every stage of the asset lifecycle with prescriptive workflows and tasks, normalizing hardware to maintain a clean CMDB, and getting actionable insights to minimize waste and strategize for asset refreshes.
These three tiers correspond to the options C, D, and E in the question.
The options A and B are not part of the Lifecycle Management framework, and are not mentioned in the ServiceNow Hardware Asset Management documents. Reference:
Hardware Asset Management
What is Hardware Asset Management?
Your asset lifecycle: How to manage it all

Question: 2

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
D. discovery_admin
E. asset

Answer: C

Explanation:
The itil role enables the user to perform actions related to incident, problem, change, and configuration management. This role is part of the ITIL framework, which is a set of best practices for delivering IT services. According to the ServiceNow documentation1, the itil role can do the following:
Create and update incidents, problems, and change requests
View configuration items (CIs) and their relationships
Add comments and work notes to tasks
Approve or reject change requests
Close resolved incidents and problems
Reopen closed incidents and problems
The other roles listed in the question have different functions and permissions. For example, the procurement_user role can request and track hardware purchases2, the inventory_admin role can manage stockrooms and transfer orders3, the discovery_admin role can configure and run Discovery to populate the CMDB4, and the asset role can view and edit asset records5.
Reference: 1: Incident Management - Product Documentation: San Diego - ServiceNow 2: Procurement - Product Documentation: San Diego - ServiceNow 3: Inventory Management - Product Documentation: San Diego - ServiceNow 4: Discovery - Product Documentation: San Diego - ServiceNow 5: Asset Management - Product Documentation: San Diego - ServiceNow

Question: 3

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

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

Answer: B,C,E

Explanation:
Hardware asset management, Procurement, and Cost management are the plugins which are not active by default in base Servicenow System

Question: 4

What is the third tier of the capability blueprint?

A. Practical management
B. Strategic conformance

C. Trustworthy data
D. Operational integration
E. Financial management

Answer: D

Question: 5

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

A. Dispose
B. Request
C. Consume
D. Procure
E. Receive

Answer: C

Explanation:
According to the ServiceNow Hardware Asset Management documents, a hardware asset's lifecycle consists of the following stages: Procure, Receive, Deploy, Maintain, and Dispose1. These stages correspond to the options A, D, and E in the question. The option B, Request, is also a valid stage in the hardware asset management process, as it involves identifying the hardware needs and initiating the procurement process2. However, the option C, Consume, is not a component of a hardware asset's lifecycle, as it is not mentioned in the ServiceNow documents. Consume is more relevant to software assets, which are used or consumed by end-users or applications3. Therefore, the correct answer is C. Consume. Reference:
ServiceNow Hardware Asset Management landing page
ServiceNow Hardware Asset Management overview
ServiceNow Software Asset Management overview

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