

CIS-HAM^{Q&As}

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QUESTION 1

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

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

Correct Answer: AC

QUESTION 2

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

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

Correct Answer: ACD

QUESTION 3

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

- A. Extend date
- B. Renew date
- C. Expire date
- D. Start date

Correct Answer: D

QUESTION 4

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

- A. Provides end users visibility to their assigned hardware
- B. Enables reclamation of mobile devices
- C. Provides users visibility to their disposed consumables
- D. Enables end users to log incidents for their assigned assets

Correct Answer: CD

QUESTION 5

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

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

Correct Answer: C

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