

CIS-HAM^{Q&As}

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QUESTION 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
- E. From a model

Correct Answer: AC

QUESTION 2

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

- A. Replacement parts
- B. Storage costs
- C. Maintenance agreements
- D. Warranty costs

Correct Answer: AC

QUESTION 3

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

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

Correct Answer: A

QUESTION 4

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
- E. Certificate of retirement

Correct Answer: A

QUESTION 5

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
- E. Transform normalization

Correct Answer: C

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