CIS-HAM^{Q&As}

Certified Implementation Specialist - Hardware Asset Management

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QUESTION 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

B. Normalization could not match any of the three key fields in the hardware model form with a rule in the Content Service

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

Correct Answer: ABD

QUESTION 2

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

D. Process Expense Lines

Correct Answer: D

QUESTION 3

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

Correct Answer: C

QUESTION 4

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)

Correct Answer: D

QUESTION 5

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

E. Asset tracking unit

Correct Answer: C

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