



CIS-HAM^{Q&As}

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QUESTION 1

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

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

Correct Answer: ACDF

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

Correct Answer: C

QUESTION 3

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
- C. An automatically generated combination of serial number and model
- D. An automatically generated combination of asset tag and model category

Correct Answer: C



QUESTION 4

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
- D. alm_asset

Correct Answer: A

QUESTION 5

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
- B. Track its operational information
- C. Track its monetary value or costs
- D. Manage its associated license, warranty, or lease contracts
- E. Know its relationships to other assets in the CMDB

Correct Answer: CDE

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