

# ServiceNow Certified Implementation Specialist - Hardware Asset Management (CIS-HAM) Practice Exam (Sample)

## Study Guide



**Everything you need from our exam experts!**

**This is a sample study guide. To access the full version with hundreds of questions,**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Don't worry about getting everything right, your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations, and take breaks to retain information better.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning.**

## **7. Use Other Tools**

**Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly — adapt the tips above to fit your pace and learning style. You've got this!**

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## **Questions**

- 1. How is the hardware asset tracking facilitated in ServiceNow?**
  - A. Through employee training modules**
  - B. By using manual entry records**
  - C. Through automated data collection and database integration**
  - D. By utilizing vendor management insights**
- 2. What feature is used to move assets between company stockrooms?**
  - A. Asset management dashboard**
  - B. Inventory tracking**
  - C. Transfer orders**
  - D. Purchase requisitions**
- 3. What is a primary feature of the Agent mobile application in managing assets?**
  - A. Allows only single asset creation**
  - B. Supports both create and receive functions**
  - C. Offers full asset management reporting**
  - D. Focuses solely on contract management**
- 4. When is the Expected Assets list populated in the asset audit form?**
  - A. When the nightly scheduled job runs**
  - B. When scanning completes**
  - C. When scanning begins**
  - D. Pre-populated by the asset manager before the audit**
- 5. What is the advantage of utilizing automated alerts in HAM?**
  - A. They automatically generate financial reports for asset purchases**
  - B. They notify asset managers about critical asset statuses, upcoming expirations, and compliance risks**
  - C. They facilitate one-click purchasing of new hardware**
  - D. They provide reminders for routine maintenance tasks**



- 6. When viewing the Model Management tab of the Hardware Asset dashboard, what could cause models to be reported as Match Not Found?**
- A. You have opted out of the Content Service**
  - B. The content is not available from the Content Service**
  - C. Your model form contains a good Model number but a bad model Name**
  - D. Something on your model form may be badly formatted**
- 7. Which method is used to fulfill requests in ServiceNow?**
- A. Transfer Orders**
  - B. Service Requests**
  - C. Help Desk Tickets**
  - D. Incident Reports**
- 8. What connects assets, configuration items, and catalog items in ServiceNow?**
- A. Models**
  - B. Types**
  - C. Categories**
  - D. Workflows**
- 9. In ServiceNow, what does the term 'bulk import' refer to in HAM?**
- A. The ability to modify many records at once**
  - B. The ability to upload large quantities of hardware asset data into the system at once**
  - C. The process of importing software license data**
  - D. The feature for tracking asset lifecycle stages**
- 10. What is the primary purpose of the change management process in Hardware Asset Management?**
- A. To enhance communication among teams**
  - B. To assess and manage changes to hardware assets**
  - C. To track the lifecycle of hardware assets**
  - D. To manage employee requests for hardware**

## **Answers**

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1. C
2. C
3. B
4. B
5. B
6. B
7. A
8. A
9. B
10. B

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## **Explanations**

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## **1. How is the hardware asset tracking facilitated in ServiceNow?**

- A. Through employee training modules**
- B. By using manual entry records**
- C. Through automated data collection and database integration**
- D. By utilizing vendor management insights**

Hardware asset tracking in ServiceNow is primarily facilitated through automated data collection and database integration. This approach allows for real-time updates and accurate tracking of hardware assets across an organization. By leveraging automation, ServiceNow can effectively gather information from various sources, such as discovery tools and configuration management databases (CMDB), to provide a comprehensive view of the hardware assets in use. Automated processes reduce the chances of human error that can occur with manual entries and provide consistency in tracking, making it easier to manage lifecycle events of hardware assets. Additionally, integrating with other systems and databases ensures that the information is current and aligns with other operational aspects of IT management. This method streamlines the tracking process, enhances visibility into asset utilization, and supports better decision-making in hardware asset management. By implementing such automated solutions, organizations can optimize their asset management processes and achieve greater efficiency in their operations.

## **2. What feature is used to move assets between company stockrooms?**

- A. Asset management dashboard**
- B. Inventory tracking**
- C. Transfer orders**
- D. Purchase requisitions**

The feature that is used to move assets between company stockrooms is transfer orders. Transfer orders are specifically designed to facilitate the movement of inventory items from one stock location to another. This functionality is essential for organizations to maintain accurate inventory levels across different stockrooms, ensuring that assets are readily available where they are needed. When using transfer orders, the process typically includes specifying the source stockroom, the destination stockroom, and the specific items being transferred. This level of detail allows for better tracking and management of assets within the organization. In contrast, while the other options have relevance in the context of asset management, they serve different purposes. The asset management dashboard provides visibility into assets and their statuses but does not directly facilitate the movement of assets. Inventory tracking monitors stock levels and helps identify when replenishments are needed but does not initiate transfers between stockrooms. Purchase requisitions are used to request the acquisition of new assets rather than for transferring existing assets between locations.

**3. What is a primary feature of the Agent mobile application in managing assets?**

- A. Allows only single asset creation**
- B. Supports both create and receive functions**
- C. Offers full asset management reporting**
- D. Focuses solely on contract management**

The primary feature of the Agent mobile application in managing assets is its support for both create and receive functions. This functionality is crucial for enabling users to efficiently manage hardware assets on the go. By allowing the creation of new asset records directly from the mobile device, users can easily enter information about new hardware as it is procured or acquired. Additionally, the ability to receive assets means that users can confirm and document the intake of new hardware directly through the application, streamlining the process of asset entry into the system. This dual capability enhances operational efficiency, as it facilitates immediate and accurate tracking of assets without the need for manual data entry later. Consequently, teams can maintain up-to-date records of their hardware inventory in real time, which assists in effective asset management, audits, and resource planning.

**4. When is the Expected Assets list populated in the asset audit form?**

- A. When the nightly scheduled job runs**
- B. When scanning completes**
- C. When scanning begins**
- D. Pre-populated by the asset manager before the audit**

The Expected Assets list in the asset audit form is populated when the scanning completes. This is because the scanning process is designed to identify and validate the assets that are currently in use against the expected inventory. During the scanning phase, the system collects data on existing assets and reconciles this data against the anticipated or expected assets specified for the audit. Only after the scanning has completed can the audit form accurately reflect the assets that should be present. This method ensures that the asset data is up-to-date and that the audit can accurately assess discrepancies between what is expected versus what is actually found. As a result, relying on a completed scan allows for a comprehensive and accurate audit process.

**5. What is the advantage of utilizing automated alerts in HAM?**

- A. They automatically generate financial reports for asset purchases**
- B. They notify asset managers about critical asset statuses, upcoming expirations, and compliance risks**
- C. They facilitate one-click purchasing of new hardware**
- D. They provide reminders for routine maintenance tasks**

Utilizing automated alerts in Hardware Asset Management (HAM) significantly enhances the efficiency and effectiveness of asset management processes. The primary advantage lies in the ability to notify asset managers about critical asset statuses, upcoming expirations, and compliance risks. This notification system is vital for maintaining a proactive approach to asset management. By receiving alerts on critical asset statuses, asset managers can make timely decisions on maintenance, replacements, or upgrades as required. Awareness of upcoming expirations ensures that necessary renewals or procurements are addressed before assets are non-compliant or unavailable for use, thereby avoiding potential disruptions to operations. Additionally, alerts about compliance risks are essential in ensuring that an organization adheres to regulatory requirements, helping to mitigate potential legal or financial penalties. Automated alerts streamline communication and decision-making processes, allowing asset managers to focus on strategic initiatives rather than getting bogged down by manual monitoring. In essence, they serve as an indispensable tool for maintaining oversight and control over hardware assets, ultimately leading to enhanced operational efficiency and reduced risks associated with asset management.

**6. When viewing the Model Management tab of the Hardware Asset dashboard, what could cause models to be reported as Match Not Found?**

- A. You have opted out of the Content Service**
- B. The content is not available from the Content Service**
- C. Your model form contains a good Model number but a bad model Name**
- D. Something on your model form may be badly formatted**

Choosing the reason that models are reported as "Match Not Found" due to content not being available from the Content Service is accurate because the Hardware Asset Management relies on comprehensive and up-to-date data from this external source to match models effectively. If the required content, such as specific model information or configurations, isn't available in the Content Service, the system cannot find a match for that model, leading to a "Match Not Found" status. If the system is unable to access or retrieve the necessary data for a particular model from the Content Service, it will inevitably fail to identify and match that model correctly. This highlights the importance of the Content Service as a key resource for maintaining accurate and relevant hardware asset information. Thus, without this content, matching becomes impossible, validating that statement as the correct response. The other scenarios, while they focus on issues that could be present in the model data, do not directly relate to the availability of external content that the matching process requires, making them less relevant in this specific context.

## 7. Which method is used to fulfill requests in ServiceNow?

- A. Transfer Orders**
- B. Service Requests**
- C. Help Desk Tickets**
- D. Incident Reports**

The correct option for fulfilling requests in ServiceNow is through Service Requests. Service Requests are a structured way to handle user requests for goods or services, such as hardware, software, access to applications, or any other services provided by the organization. By using Service Requests, organizations can streamline the process of fulfilling requests, ensuring that users get what they need in an efficient and timely manner. Service Requests also allow for integration with workflows and approval processes, making it easier to manage the lifecycle of requests from submission to fulfillment. This ensures that all transactions are tracked and managed according to business rules, providing visibility and control over asset management. While other options may deal with various aspects of service delivery, they do not serve the specific purpose of fulfilling user requests as comprehensively as Service Requests do. Transfer Orders focus on the movement of assets, Help Desk Tickets relate more to problem resolution and support interaction, and Incident Reports are primarily concerned with the identification and resolution of specific issues that disrupt service. Each of these serves important functions but does not directly represent the process of fulfilling service demand like Service Requests do.

## 8. What connects assets, configuration items, and catalog items in ServiceNow?

- A. Models**
- B. Types**
- C. Categories**
- D. Workflows**

Models serve as a critical link between assets, configuration items, and catalog items in ServiceNow. They represent specific instances of hardware or software, allowing users to define and manage the attributes, relationships, and lifecycle stages of these items. In Hardware Asset Management (HAM), a model can represent a particular laptop or server, which is tracked as an asset in the system. It also functions as a configuration item (CI) in the Configuration Management Database (CMDB), where all relevant details about the hardware's status, dependencies, and relationships are stored. Additionally, models are often related to catalog items, which enable users to request these assets through the Service Catalog. This interconnectedness facilitates a comprehensive view of the organization's hardware landscape, ensuring that assets are properly managed throughout their lifecycle, from procurement to retirement, thereby enhancing decision-making and operational efficiency. Understanding models and their relationships is essential for effective asset management in ServiceNow.



**9. In ServiceNow, what does the term 'bulk import' refer to in HAM?**

- A. The ability to modify many records at once**
- B. The ability to upload large quantities of hardware asset data into the system at once**
- C. The process of importing software license data**
- D. The feature for tracking asset lifecycle stages**

The term 'bulk import' in Hardware Asset Management (HAM) within ServiceNow specifically refers to the ability to upload large quantities of hardware asset data into the system at once. This functionality is essential for organizations that need to onboard or migrate a significant amount of asset data, such as computer systems, servers, or peripherals, efficiently and accurately. By using bulk import, users can streamline the process of populating their asset records without having to enter each record manually, saving time and reducing the potential for errors. This process often involves preparing the data in a specific format, such as a CSV file, before using ServiceNow tools to facilitate the import. This capability is particularly useful in scenarios where companies are transitioning to ServiceNow from another asset management system or when updating records following a large-scale hardware acquisition. The other options do not accurately capture the essence of what bulk import entails in HAM. For instance, modifying many records at once refers more to bulk actions within the system rather than initial data uploading, while importing software license data is a different function tied specifically to software asset management. Tracking asset lifecycle stages involves managing the status of individual assets, which is beyond the scope of the initial data import process.

**10. What is the primary purpose of the change management process in Hardware Asset Management?**

- A. To enhance communication among teams**
- B. To assess and manage changes to hardware assets**
- C. To track the lifecycle of hardware assets**
- D. To manage employee requests for hardware**

The primary purpose of the change management process in Hardware Asset Management is to assess and manage changes to hardware assets. This process is crucial because it ensures that any modifications, upgrades, or replacements to hardware are carefully reviewed and controlled to minimize risks and disruptions in the IT environment. Through effective change management, organizations can maintain the integrity and functionality of hardware assets while ensuring compliance with standards and policies. By formally evaluating changes before they are implemented, the change management process aids in understanding the potential impact on existing services and infrastructure. It enables teams to plan for contingencies, allocate resources effectively, and communicate clearly with stakeholders regarding the changes being made. This process ultimately supports the goal of optimizing hardware usage and availability in an organization. In contrast, options focused on communication, tracking asset lifecycles, or managing employee requests, while important aspects of overall asset management, do not capture the specific focus of change management in relation to hardware assets. Change management is distinctly oriented towards controlling and assessing the modifications to those assets rather than the broader functions associated with asset tracking or user requests.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://servicenowcisham.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**