

SERVICENOW CERTIFIED IMPLEMENTATION SPECIALIST – HARDWARE ASSET MANAGEMENT (CIS- HAM) PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE**

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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. 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.

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. 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!

Questions

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- 1. What is the default state of a newly created asset?**
 - A. In use
 - B. Consumed
 - C. On order
 - D. In stock
- 2. How does ServiceNow differentiate between types of hardware assets?**
 - A. By evaluating their financial impact
 - B. Through categorization and classification based on type and function
 - C. By tracking their environmental impact
 - D. By managing vendor relationships
- 3. What is the advantage of using bulk stock orders in ServiceNow?**
 - A. They are automatically managed in the system
 - B. They allow for competitive bidding from vendors
 - C. They enable ordering regardless of stock rules
 - D. They are limited to software products only
- 4. Which feature does the Hardware Asset Management (HAM) application NOT specifically provide?**
 - A. Export capabilities for all asset records
 - B. Mobile Asset Receiving
 - C. Hardware Model Normalization
 - D. Asset Inventory Audit
- 5. What must be true for a contract to be extended?**
 - A. State is Active or Canceled
 - B. Substate is None or Rejected
 - C. Both State and Substate conditions must be met
 - D. State is Active or Expired

- 6. What happens to the associated assets when you cancel a transfer order line on a transfer order?**
- A. The asset(s) on the order line are released, but their state remains Pre-allocated
 - B. The asset(s) on the order line are released and they can be attached to another transfer order
 - C. All assets on the transfer order are released, but their state remains Pre-allocated
 - D. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment
- 7. What benefit does hardware model normalization provide for asset management?**
- A. Enhances reporting capabilities
 - B. Streamlines aid and service requests
 - C. Improves inventory accuracy
 - D. Reduces the need for system upgrades
- 8. How does maintaining an effective asset inventory influence budgeting processes?**
- A. It simplifies hardware procurement decisions
 - B. It allows for accurate financial planning and resource allocation
 - C. It eliminates the need for hardware audits
 - D. It identifies potential hardware suppliers
- 9. What does total cost of ownership estimate?**
- A. Direct costs only
 - B. Indirect costs only
 - C. All costs during an asset's lifecycle
 - D. Costs during initial purchase only
- 10. What are the stages in the hardware asset lifecycle?**
- A. Request, configure, deploy, retire
 - B. Request, procure, receive, stock, dispose
 - C. Design, market, receive, support
 - D. Plan, source, install, manage

Answers

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

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Explanations

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1. What is the default state of a newly created asset?

- A. In use
- B. Consumed
- C. On order
- D. In stock

The default state of a newly created asset in ServiceNow's Hardware Asset Management module is "In stock." When an asset is created, it is assumed to be available for use and not yet assigned or consumed. This initial state allows organizations to track their hardware assets efficiently as they are received and prepared for deployment. The state "In use" typically indicates that the asset is already assigned to a user or is actively being utilized, which would not be the case at the point of creation. "Consumed" is a state that might indicate the asset is no longer available for use, suggesting it has been completely used up or disposed of. "On order" refers to assets that have been requested but have not yet been delivered or processed, which would not apply to assets that have already been created in the system. Thus, the default state reflects the asset's status as being available and ready for allocation to users or departments within the organization, ensuring accurate tracking and management of hardware resources.

2. How does ServiceNow differentiate between types of hardware assets?

- A. By evaluating their financial impact
- B. Through categorization and classification based on type and function
- C. By tracking their environmental impact
- D. By managing vendor relationships

ServiceNow differentiates between types of hardware assets primarily through categorization and classification based on type and function. This approach allows organizations to clearly organize their assets into distinct groups that reflect their roles within the IT environment. By using categories like servers, laptops, printers, and desktops, organizations can effectively manage and track their hardware assets, making it easier to streamline processes such as inventory management, procurement, and maintenance. This method of classification is vital because it helps in reporting, compliance, and assessing the overall health of the organization's hardware environment. It allows the organization to establish a clear inventory of what assets are available, their configurations, and how they tie into the broader IT infrastructure. This detailed mapping helps in optimizing asset utilization and planning for future technology investments. The other options, while relevant to asset management in a broad sense, do not specifically address how ServiceNow categorizes and classifies hardware assets. Financial impact, environmental impact, and vendor relationship management are important aspects of overall asset management strategy but are not the primary means through which ServiceNow differentiates between types of hardware assets.

3. What is the advantage of using bulk stock orders in ServiceNow?

- A. They are automatically managed in the system
- B. They allow for competitive bidding from vendors
- C. They enable ordering regardless of stock rules
- D. They are limited to software products only

Using bulk stock orders in ServiceNow provides a significant advantage as they enable ordering regardless of stock rules. This flexibility means that organizations can replenish their inventory even if it does not conform to regular stock management policies or thresholds. This is particularly beneficial during times of urgent need or when anticipating a surge in demand, allowing for a streamlined procurement process without the usual constraints that might delay fulfilling order requirements. This approach enhances operational efficiency, as teams can secure necessary assets quickly and ensure that stock levels remain adequate to meet business demands. In contrast, the other options may offer features that are beneficial in certain contexts, but they do not capture the primary functionality that bulk stock orders are designed to provide within ServiceNow's asset management capabilities.

4. Which feature does the Hardware Asset Management (HAM) application NOT specifically provide?

- A. Export capabilities for all asset records
- B. Mobile Asset Receiving
- C. Hardware Model Normalization
- D. Asset Inventory Audit

The Hardware Asset Management (HAM) application is designed to provide specific functionalities that optimize the management of hardware assets within an organization. Among these features, mobile asset receiving, hardware model normalization, and asset inventory audit are integral parts of the application aimed at enhancing efficiency and accuracy in asset management. Mobile asset receiving allows users to utilize mobile devices to receive hardware assets directly into the system, streamlining the process and reducing manual entry errors. Hardware model normalization is crucial as it ensures that asset records are consistent and aligned with standardized model data, which improves reporting and analysis. The asset inventory audit feature helps organizations verify the physical inventory against stored asset records, ensuring accuracy and accountability throughout the asset lifecycle. In contrast, while export capabilities for all asset records may be a useful feature, it is not specifically provided by the HAM application. The focus of HAM is more on improving processes and governance related to asset lifecycle and management rather than extensive data export functions. Therefore, this capability could fall outside the primary scope of features intentionally developed within the HAM application, leading to the conclusion that it's not a specific feature offered by HAM.

5. What must be true for a contract to be extended?

- A. State is Active or Canceled
- B. Substate is None or Rejected
- C. Both State and Substate conditions must be met
- D. State is Active or Expired**

For a contract to be extended, it is essential that its current status is appropriate for such an action. If the state of a contract is either Active or Expired, it indicates that it is still eligible for renewal or extension. An Active status suggests that the contract is currently in effect, while an Expired status suggests that it has lapsed but may still be eligible for renewal if terms allow it. This ability to extend under these conditions supports the continuity of services or agreements outlined in the contract, allowing organizations to maintain their relationships without the need for renegotiation from scratch. In contrast, a state that is Canceled would terminate the possibility of extending the contract. As such, any extension must have established criteria where the contract's active state (i.e., still in force) or an expired status provides a framework for consideration. This rationale justifies why having the state as Active or Expired is a necessary condition for a contract to be extended.

6. What happens to the associated assets when you cancel a transfer order line on a transfer order?

- A. The asset(s) on the order line are released, but their state remains Pre-allocated
- B. The asset(s) on the order line are released and they can be attached to another transfer order**
- C. All assets on the transfer order are released, but their state remains Pre-allocated
- D. A transfer order line cannot be cancelled once it is in a state of Ready for fulfillment

When a transfer order line is canceled, the asset(s) associated with that specific order line are released and become available for other actions. This means that they can indeed be attached to another transfer order, allowing for flexibility in asset management. The release of assets indicates that they are no longer bound to the canceled order, thus making them eligible for reassignment or transfer to a different order as necessary. This behavior is crucial in hardware asset management, as it allows organizations to dynamically manage their inventory and asset allocation based on changing needs and priorities. Releasing assets in this manner contributes to a more efficient asset tracking and allocation process, which is essential for maintaining optimal operations within an organization.

7. What benefit does hardware model normalization provide for asset management?

- A. Enhances reporting capabilities
- B. Streamlines aid and service requests
- C. Improves inventory accuracy**
- D. Reduces the need for system upgrades

When discussing the benefit of hardware model normalization in asset management, it is essential to recognize its role in improving inventory accuracy. Normalization involves standardizing and categorizing hardware models within an organization's asset management system. This process ensures that similar hardware items are grouped together consistently, allowing for precise tracking and management of assets. Improved inventory accuracy is vital for effective decision-making and resource allocation. By maintaining well-defined hardware models, organizations can avoid duplicate entries, reduce errors in asset reporting, and ensure accurate inventory counts. This ensures that the data reflects the actual hardware available and in use, which can significantly enhance operational efficiency. Maintaining an accurate inventory is particularly important for compliance audits, financial reporting, and lifecycle management, where precise information helps in understanding asset usage and planning future purchases or upgrades. Consistent categorization through normalization helps eliminate discrepancies and confusion that can arise when assets are recorded in varying formats or under different names. The benefits related to reporting capabilities, service requests, and system upgrades, while valuable in their own right, do not capture the core advantage of normalization as directly as inventory accuracy does.

8. How does maintaining an effective asset inventory influence budgeting processes?

- A. It simplifies hardware procurement decisions
- B. It allows for accurate financial planning and resource allocation**
- C. It eliminates the need for hardware audits
- D. It identifies potential hardware suppliers

Maintaining an effective asset inventory directly impacts budgeting processes by facilitating accurate financial planning and resource allocation. When all hardware assets are tracked and documented systemically, organizations gain clear visibility into their current assets, including their lifecycle stages, depreciation rates, and maintenance costs. This visibility allows financial teams to make well-informed predictions about future expenses and allocate resources efficiently. With accurate data on hand, organizations can better assess their needs for upgrades, replacements, and new purchases, aligning their budgets accordingly. This informed approach helps prevent overspending on unnecessary assets or underfunding crucial upgrades that could lead to operational inefficiencies. Furthermore, an effective asset inventory can reveal trends in asset utilization, helping organizations to optimize their existing resources rather than inflating budgets with excessive new purchases.

9. What does total cost of ownership estimate?

- A. Direct costs only
- B. Indirect costs only
- C. All costs during an asset's lifecycle**
- D. Costs during initial purchase only

Total cost of ownership (TCO) is a comprehensive financial estimate that considers all costs associated with an asset over its entire lifecycle. This includes direct costs, such as the initial purchase price and installation, as well as indirect costs, like maintenance, operation, training, and disposal expenses. Understanding TCO is essential for organizations when making informed decisions about asset investments, as it provides a holistic view of what the asset will truly cost over time, beyond just the initial acquisition costs. By focusing on the complete lifecycle, TCO helps organizations manage budgets more effectively and make strategic decisions that align with long-term financial planning. This thorough approach ensures that no significant costs are overlooked, leading to better resource allocation and investment strategies.

10. What are the stages in the hardware asset lifecycle?

- A. Request, configure, deploy, retire
- B. Request, procure, receive, stock, dispose**
- C. Design, market, receive, support
- D. Plan, source, install, manage

The stages in the hardware asset lifecycle are clearly structured to guide organizations through the effective management of their hardware assets from the moment they are identified as needed until they are no longer in use. The correct answer emphasizes a comprehensive process that includes procurement, where an organization identifies and purchases hardware (procure), the receiving stage, which ensures that the hardware is accounted for and enters inventory (receive), managing the inventory in a storage facility (stock), and finally addressing the end-of-life process through proper disposal practices (dispose). This lifecycle framework is crucial for effectively tracking hardware assets, ensuring compliance with regulatory standards, and maximizing the value derived from hardware investments. Proper management through these stages helps in maintaining accurate inventory records, reducing waste, and promoting sustainability by ensuring that disposed hardware is handled responsibly. The other choices do not encapsulate the full scope of the hardware asset lifecycle effectively. They either lack key components or do not follow the typical stages recognized in asset management practices.

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.

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!

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