

# ServiceNow Certified Implementation Specialist – Hardware Asset Management Exam Specification

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## Introduction

The ServiceNow Certified Implementation Specialist – Hardware Asset Management (HAM) Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a ServiceNow HAM Implementation Specialist.

## Exam Purpose

The ServiceNow Certified Implementation Specialist – Hardware Asset Management (HAM) exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow ITSM Asset Management and ServiceNow Hardware Asset Management (HAM) applications.

## Exam Audience

The ServiceNow Certified Implementation Specialist – Hardware Asset Management (HAM) exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow HAM Certified Implementation Specialist.

## Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow [product documentation](#) site, and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

### Prerequisite ServiceNow Training Path

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Certified Implementation Specialist – Hardware Asset Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Hardware Asset Management (HAM) Fundamentals

Upon completion of the Hardware Asset Management Fundamentals course, the candidate will be eligible to [obtain or purchase](#) a nontransferable voucher code to register for the ServiceNow Certified Implementation Specialist – Hardware Asset Management (HAM) exam.

### Recommended Knowledge & Education

ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- ServiceNow Fundamentals
- Get Started with Now Create
- ServiceNow Platform Implementation
- Hardware Asset Simulator
- Certification Exam Preparation: Certified Implementation Specialist - Hardware Asset Management
- Common Service Data Model (CSDM) 3.0 Fundamentals
- Configuration Management Database (CMDB) Fundamentals

Visit the certification path for CIS-HAM in [Now Learning](#).

### Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam.

- [Candidate Journey Guide](#) – a resource to guide you through the entire certification process

### Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects, specifically ITSM Asset Management and Hardware Asset Management (HAM)
- General familiarity with industry terminology, acronyms, and initialisms

## Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-topics measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	IT Asset Management Overview & Fundamentals	20%
	A – IT Asset Management Basics <ul style="list-style-type: none"> <li>• Core IT asset management terminology, concepts, and goals</li> </ul>	
	B – Hardware Asset Lifecycle <ul style="list-style-type: none"> <li>• Hardware asset lifecycle, stages, and components</li> </ul>	

	<p>C – Application Introduction and Recommended Practices</p> <ul style="list-style-type: none"> <li>Implementing hardware asset management (e.g., best practices, capability blueprint, Now Create implementation methodology)</li> </ul>	
	<p>D – Implementing Hardware Asset Management in ServiceNow</p> <ul style="list-style-type: none"> <li>IT asset management personas, roles, and groups</li> <li>Implementing hardware asset management in ServiceNow - ITSM Asset Management and Hardware Asset Management (HAM) (e.g., resources, plugins, processes, capabilities, navigation)</li> </ul>	
<b>2</b>	<b>Data Integrity – Attributes and Data Sources</b>	<b>27%</b>
	<p>A – Trustworthy Data Fundamentals</p> <ul style="list-style-type: none"> <li>Trustworthy data (e.g., what is it, why it is critical for ITAM)</li> </ul>	
	<p>B – Creating Trustworthy Data</p> <ul style="list-style-type: none"> <li>Assets vs. configuration items (CIs) (e.g., characteristics, relationships)</li> <li>Creating hardware assets and CIs (e.g., processes, asset states, device details, hardware models, hardware model categories, CI classes)</li> <li>Managing hardware assets and CIs (e.g., asset and CI data synchronization, enforcing CI verification, asset tracking, tracking strategies)</li> </ul>	
	<p>C – Hardware Discovery and Normalization</p> <ul style="list-style-type: none"> <li>Using Discovery, CMDB, and Normalization Data Services (NDS) to provide trustworthy data</li> </ul>	
	<p>D – HAM Hardware Model Normalization</p> <ul style="list-style-type: none"> <li>What it does and does not do</li> <li>What data it provides (e.g., key fields, hardware model lifecycle data)</li> <li>How it works (e.g., process, hardware model normalization tables, normalization statuses, manual normalization, resolving normalization issues, Hardware Model Normalization Overview dashboard)</li> <li>ServiceNow hardware model Content Service (e.g., how it supports normalization, process)</li> </ul>	
<b>3</b>	<b>Practical Management of IT Assets</b>	<b>30%</b>
	<p>A – Consumables</p> <ul style="list-style-type: none"> <li>Assets vs. consumables</li> </ul>	

	<ul style="list-style-type: none"> <li>Managing consumables (e.g., creating, tracking, consuming)</li> </ul>	
	<p>B – Inventory and Stock</p> <ul style="list-style-type: none"> <li>Managing inventory and stock (e.g., tracking, transfer orders, stock rules)</li> <li>Asset audits (e.g., process)</li> </ul>	
	<p>C – Automating Asset Management Lifecycle</p> <ul style="list-style-type: none"> <li>Automating asset population into ServiceNow (e.g., import and update sets, process, transform maps, complex imports)</li> <li>Automating asset inventory with HAM (e.g., Mobile Asset Inventory Audit, process, creating audits, scanning assets, reviewing assets, completing audits)</li> <li>Managing asset retirement (e.g., asset states, process (manual and automated), workflows)</li> <li>Automating hardware asset lifecycle with HAM (e.g., goals, asset flows and asset tasks, processes, standard flows, customizing flows, asset actions)</li> </ul>	
	<p>D – Contract and Change Management</p> <ul style="list-style-type: none"> <li>Managing hardware contracts (e.g., creating, adjusting, lifecycle)</li> </ul>	
<b>4</b>	<b>Operational Integration of IT Asset Management Processes</b>	<b>18%</b>
	<p>A – Reports and Dashboards</p> <ul style="list-style-type: none"> <li>Generating asset reports for IT Asset Management (e.g., available reports, process, customizing)</li> <li>Using IT Asset Management dashboards (e.g., Overview, My Assets, purpose, process, data available)</li> <li>Using HAM Hardware Asset Manager dashboard (e.g., purpose, process, data available)</li> </ul>	
	<p>B – Requests and Procurement</p> <ul style="list-style-type: none"> <li>Managing requests and procurement in ITSM Asset Management (e.g., catalogs, publishing, ordering, sourcing, receiving, purchase orders, using mobile ITAM apps)</li> <li>Automating stock management in ITSM Asset Management and HAM (e.g., from warehouses, from vendors, configuring stock rules, bulk stock orders)</li> </ul>	
	<p>C – Extending Asset Management</p> <ul style="list-style-type: none"> <li>Asset management vs. configuration management</li> </ul>	

	<ul style="list-style-type: none"> <li>Extending asset management and configuration management (e.g., extending asset/CI/product model classes, process, recommended practices)</li> </ul>	
	D – Data Accuracy <ul style="list-style-type: none"> <li>Define data management and hygiene</li> <li>Data certification (e.g., roles, process, filters, schedules)</li> <li>Data hygiene</li> </ul>	
<b>5</b>	Financial Management of IT Assets	<b>5%</b>
	A – Hardware Contract Financials <ul style="list-style-type: none"> <li>Key components of hardware contract financials (e.g., contract rate cards, expense lines, processing costs)</li> </ul>	
	B – IT Cost Management <ul style="list-style-type: none"> <li>Understand IT Cost Management (e.g., depreciation, fixed assets, total cost of ownership)</li> </ul>	
<b>Total</b>		<b>100%</b>

## Exam Registration

ServiceNow partners with Kryterion using their Webassessor platform for exam registration. Our mainline exams are offered at Kryterion test centers or can be taken anywhere online while a Kryterion proctor monitors the exam appointment.

To register for an exam, you will need to create a Webassessor account and then link it to your Now Learning account.

For individuals with a disability or English as Second Language (ESL), ServiceNow does offer reasonable accommodation while taking the certification exam.

NOTE: A special accommodation version of the exam is available. Contact [certification@servicenow.com](mailto:certification@servicenow.com) for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

## Exam Structure

The exam consists of **60** questions.

### Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least four possible responses. The candidate taking the exam reviews the response options and selects the one response most accurately answers the question.

### Multiple Select (select all that apply)

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. The candidate taking the exam reviews the response options and selects ALL responses that accurately answer the question. Partial credit is not provided.

## Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate.

More detailed results are not provided to the candidate.

## Exam Retakes

If a candidate fails an exam, a voucher is not needed to retake the exam. Register and pay for the exam in Webassessor. Review the [Candidate Journey Guide's Retake Policy for more information](#).

## Sample Question(s)

*Sample Item #1:* What is IT Asset Management (ITAM)?

- A. Management of applications
- B. Management of configuration items
- C. Management of IT assets
- D. Management of services

Answer: C

*Sample Item #2:* Why is ServiceNow Discovery useful in a successful IT asset management program?

- A. It helps to ensure your IT asset data is trustworthy
- B. It identifies available attributes you should store for your assets
- C. It maps IT assets to services so you can store/manage both in the CMDB
- D. It serves as a repository to store your trustworthy CI data
- E. IT reorganizes data in the database so there is no redundancy in your asset data

Answer: A

*Sample Item #3:* Which of the following is typically considered a consumable as opposed to an asset?

- A. CD
- B. Keyboard
- C. Laptop
- D. Mouse
- E. Workstation

Answers: A, B, D

*Sample Item #4:* Which catalog would an end user order a new laptop from to enable automatic creation of an associated asset?

- A. Company Catalog
- B. Product Catalog
- C. Service Catalog
- D. Vendor Catalog

Answer: C

*Sample Item #5:* Which of the following are considered operational expenses as opposed to original cost?

- A. Delivery costs
- B. Installation costs
- C. Maintenance agreement costs
- D. Replacement parts
- E. Resource costs for support
- F. Storage costs
- G. Warranty costs

Answers: C, D, E

## For More Information

[www.servicenow.com](http://www.servicenow.com)