

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- ServiceNow CIS - Data Foundations (required by ServiceNow)
- ServiceNow Administration Fundamentals knowledge recommended

TARGET AUDIENCE

- Hardware asset managers and administrators
- ServiceNow implementers and administrators
- IT procurement and operations staff
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Hardware Asset Management
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Hardware Asset Management: ITAM fundamentals, data integrity and sources, practical management of hardware across its lifecycle, operational integration and financial management.

CIS-HAM validates IT Asset Management skills and requires CIS - Data Foundations.

This course prepares you for the **ServiceNow CIS - Hardware Asset Management** exam.

WHAT YOU WILL BE ABLE TO DO

- Control hardware and consumable inventory
- Manage purchasing, receiving and cost
- Manage hardware across its full lifecycle
- Meet standards and regulations
- Integrate asset processes with ITSM
- Maintain data hygiene with platform capabilities

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- IT Asset Management Overview & Fundamentals
- Data Integrity - Attributes and Data Sources
- Practical Management of IT Assets
- Operational Integration of ITAM Processes
- Financial Management of IT Assets

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

CIS - Data Foundations (CMDB and CSDM)

Required prerequisite

This Implementation Specialist credential

Professional

COURSE MODULES

01 IT Asset Management Overview & Fundamentals

20% of exam

- › Topic A: ITAM concepts
- › Topic B: Asset vs CI
- › Topic C: HAM workspace

02 Data Integrity - Attributes and Data Sources

27% of exam

- › Topic A: Normalization
- › Topic B: Models and model categories
- › Topic C: Data sources

03 Practical Management of IT Assets

30% of exam

- › Topic A: Lifecycle stages
- › Topic B: Stockrooms
- › Topic C: Refresh and disposal

04 Operational Integration of ITAM Processes

18% of exam

- › Topic A: Requests and procurement
- › Topic B: ITSM integration
- › Topic C: Contracts

05 Financial Management of IT Assets

5% of exam

- › Topic A: Costs
- › Topic B: Depreciation
- › Topic C: Financial reporting

TERMS

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