

REMEMBER THESE

- **Asset** = financial/operational ownership & lifecycle. **CI** = operational configuration in the CMDB.
- HAM builds on ITSM Asset Management. Know personas, roles, plugins, and where work happens (lists vs Hardware Asset Workspace).
- **Trustworthy data** comes from clean models, discovery/normalization, and disciplined asset↔CI sync.
- **Hardware Model Normalization** standardizes manufacturer/model data; it does not replace discovery or ownership decisions.
- Stock rules, transfer orders, and receiving keep inventory accurate across warehouses and vendors.
- Automate with asset flows/tasks; retire assets with a clear state path (manual or automated).
- Prerequisite mindset: CIS-DF (CMDB/CSDM) knowledge supports HAM data foundations.

1 ITAM BASICS & HARDWARE LIFECYCLE DOMAIN 1

Concept	Must know
ITAM goal	Track, control, and optimize IT assets across cost, risk, compliance, and service impact.
Hardware asset	Physical device managed for inventory, assignment, contract, and retirement.
Lifecycle	Request → procure/receive → stock → deploy/in use → maintain/refresh → retire/dispose.
Model / category	Defines product identity and grouping used for reporting and normalization.
Capability blueprint	Recommended HAM capabilities and sequencing for a successful rollout.

IMPLEMENTATION TIP
Use Now Create / recommended practices: start with data foundations, then inventory/process automation, then financial and reporting maturity.

Request Receive Stock Deploy Retire

5 DISCOVERY, NDS & MODEL NORMALIZATION DOMAIN 2

Capability	What it contributes
Discovery	Finds devices and populates/updates CI data in the CMDB.
CMDB	Stores operational CI records and relationships.
NDS	Normalization Data Services help standardize discovered software/hardware naming.
HAM model normalization	Normalizes hardware models; provides lifecycle/content fields and statuses.
Content Service	ServiceNow content that supports matching and enriching hardware models.

NORMALIZATION REALITIES

- Know what normalization **does** and **does not** do.
- Statuses matter: normalized, partially normalized, match not found, manual, etc.
- Use overview dashboards to find and fix normalization issues.
- Manual normalization is for exceptions — fix root model quality when possible.

9 CONTRACTS & CHANGE TOUCHPOINTS DOMAIN 3

Topic	Must know
Hardware contract	Create/adjust contracts covering support, lease, maintenance, or purchase terms.
Contract lifecycle	Draft → active → expired/renewed/cancelled; track covered assets.
Covered assets	Associate assets/models so entitlement and cost rollups work.
Change management	Asset/CI accuracy supports change planning and risk assessment.

PRACTICAL LINK
Contracts answer “who supports this and at what cost?” Change uses trustworthy CI/asset data to reduce outage risk during swaps and refreshes.

Lease Maintenance Warranty Renewal

2 HAM ROLES, PLUGINS & NAVIGATION DOMAIN 1

Area	Must know
ITSM Asset Mgmt	Core asset tables, stock, receiving, basic asset processes.
HAM	Extends asset management with hardware-focused automation, normalization, audits, and workspace experiences.
Personas	Asset manager, inventory manager, procurement, fulfiller, admin — different day-to-day jobs.
Roles / groups	Control module access and process ownership; assign by job function.
Navigation	Asset modules, Hardware Asset Workspace, dashboards, and mobile ITAM apps.

Exam tip: Know what HAM adds on top of base ITSM Asset Management — normalization, hardware lifecycle flows/tasks, inventory audit, and hardware-focused dashboards/workspace.

6 CONSUMABLES DOMAIN 3

Topic	Must know
Asset vs consumable	Assets are tracked individually; consumables are quantity-based (cables, mice, toner).
Create / stock	Track on-hand quantity by model and stockroom.
Consume	Reduce quantity when issued/used; keep reason/location history.
Replenish	Restock from PO/receiving or transfers when quantity is low.

Exam tip: If the item is serialized and lifecycle-managed, it is usually an asset. If you only care about quantity on hand, it is usually a consumable.

Quantity Stockroom Consume Replenish

10 REPORTS, DASHBOARDS & WORKSPACE DOMAIN 4

Tool	Purpose
ITAM reports	Out-of-box and custom reports for inventory, assignment, lifecycle, and exceptions.
ITAM dashboards	Overview / My Assets style views for managers and individual owners.
HAM Hardware Asset Manager dashboard	Hardware-focused KPIs, normalization, and operational health.
Hardware Asset Workspace	Day-to-day workbench for asset managers (queues, insights, actions).

Exam tip: Match the audience to the tool — personal ownership vs manager overview vs HAM operational control vs workspace task execution.

- Customize reports with filters/groupings that answer a real operations question.
- Dashboards are only as good as model, state, and stockroom data quality.

3 TRUSTWORTHY DATA: ASSETS VS CIS DOMAIN 2

Topic	Meaning
Trustworthy data	Complete, accurate, current, and usable for decisions/automation.
Asset record	Ownership, cost, stockroom, assigned to, asset state/substate, contracts.
CI record	Operational attributes and relationships used by ITSM/CMDB processes.
Relationship	Asset and CI are often linked; sync rules keep key fields aligned.
CI verification	Controls when/how CI creation or updates are accepted from asset processes.

FAST CONTRAST
Finance/inventory questions → think **asset**. Service impact/relationships/discovery details → think **CI**. Many devices need both.

- Bad model data breaks reporting, normalization, and replenishment.
- Pick a tracking strategy before scaling automation.

7 INVENTORY, STOCK & AUDITS DOMAIN 3

Process	Must know
Stockroom	Physical/logical location where assets and consumables are held.
Transfer order	Move stock between stockrooms; track in-transit and receipt.
Stock rules	Threshold-driven replenishment from warehouse or vendor.
Asset audit	Compare expected inventory to scanned/found assets.
Mobile inventory audit	Create audit → scan assets → review exceptions → complete audit.

AUDIT FLOW
Plan scope → scan/count → review missing/unexpected → update records/states → close audit with a clean result set.

- Bulk stock orders help replenish multiple needs efficiently.
- Inventory accuracy is a prerequisite for automation and reporting trust.

11 REQUESTS, PROCUREMENT & DATA ACCURACY DOMAIN 4

Process	Must know
Catalog / publish	Publish requestable hardware items for users.
Order → source → receive	Fulfill from stock or vendor; create/receive against POs.
Stock automation	Stock rules from warehouses/vendors; bulk stock orders.
Extend classes	Extend asset/CI/product model classes only with a clear need and upgrade plan.
Data certification	Scheduled/on-demand attestation of field accuracy (roles, filters, schedules).
Data hygiene	Ongoing cleanup of duplicates, blanks, stale owners, and bad models.

FAST CONTRAST
Asset management optimizes ownership/inventory/cost. **Configuration management** optimizes operational service data and relationships. Extend either carefully.

4 CREATING & MANAGING HARDWARE ASSETS DOMAIN 2

Building block	Must know
Hardware model	Manufacturer/model identity used when creating assets.
Model category	Groups models and can drive asset/CI class behavior.
Asset state	Lifecycle status (on order, in stock, in use, retired, etc.).
Device details	Serial number, asset tag, location/stockroom, assigned user.
CI class	Where the related CI lands in the CMDB class hierarchy.

DATA DISCIPLINE

- Create from a good model — do not invent one-off model names per shipment.
- Enforce unique identifiers (serial/asset tag) for tracking.
- Understand asset↔CI field sync and when updates flow each direction.

8 LIFECYCLE AUTOMATION & RETIREMENT DOMAIN 3

Capability	Must know
Import / transform	Populate/update assets via import sets, transform maps, coalesce, complex imports.
Asset flows	Standard HAM flows that drive lifecycle work with asset tasks/actions.
Asset tasks	Human/system steps in a lifecycle process (deploy, reclaim, retire...).
Customize flows	Extend standard flows carefully; keep auditability and states consistent.
Retirement	Manual or automated path to retired/disposed with required checks.

Retirement tip: Confirm final state, related CI handling, stock/location cleanup, and any contract/financial close-out steps before disposal.

- Automation goals: fewer manual touches, consistent states, faster fulfillment.
- Update sets can move configuration; data loads move records.

12 CONTRACT FINANCIALS & IT COST MANAGEMENT DOMAIN 5

Topic	Must know
Contract rate cards	Define rates/cost structures tied to contract coverage.
Expense lines	Capture costs associated with contracts/assets over time.
Processing costs	How contract costs are calculated/applied in the platform.
Depreciation	Spread asset cost over useful life for accounting views.
Fixed assets	Capitalized assets tracked for financial reporting.
TCO	Total cost of ownership beyond purchase price (support, refresh, operations).

TROUBLESHOOTING / EXAM TRAPS

Symptom	Likely issue / fix
Duplicate hardware models	Weak naming + missing normalization review.
Asset/CI field mismatch	Sync rules/process gaps; verify source of truth.
Stockouts despite inventory	Wrong stockroom, transfer not received, or stock rule gaps.
Audit exceptions pile up	Bad tags/serials or incomplete scan scope.
Contract costs look wrong	Missing covered assets, rate card, or expense processing.