

SERVICENOW HARDWARE ASSET MANAGEMENT (HAM) FUNDAMENTALS

Course Code: 821273

Master the setup, configuration, and use of the ServiceNow® Asset Management and Hardware Asset Management (HAM) applications.

This three-day training course aims to introduce you to the ServiceNow® Asset Management and Hardware Asset Management (HAM) products and familiarize you with techniques and best practices for creating and managing hardware assets and consumables throughout their lifecycle. The session format will alternate between discussions and labs giving you an opportunity to explore the application and apply the concepts learned.

Setting up an effective hardware asset management (HAM) practice includes key milestones:

- Planning a design
- Identifying the information required
- Deciding how that information can be obtained
- Determining what the asset processes should look like
- Establishing how the technology can support those items

Most successful HAM programs involve a variety of people and departments, including IT, finance, services, and end users. Investing time and careful consideration to build out the HAM practice produces a higher quality outcome.

Asset management and configuration management are related but have different goals. Asset management focuses on the financial tracking of company property.

Configuration management focuses on building and maintaining elements and relationships that create an available network of services. Although this course will discuss the configuration management database (CMDB), the focus is on asset management.

What You'll Learn

In this three-day interactive ServiceNow® Hardware Asset Management Fundamentals course, attendees will master the setup, configuration, and use of the ServiceNow® Asset Management and Hardware Asset Management (HAM) applications, with a focus on:

- Controlling hardware and consumable inventory that is purchased and used
- Managing the cost of purchasing and managing hardware asset receiving
- Managing and optimizing the hardware asset life cycle from planning to

disposal

- Achieving compliance with relevant standards and regulations
- Improving IT asset services for end users
- Creating standards and processes for managing assets

During this three-day interactive training course, attendees will access the ServiceNow platform in their own student instance, which is a “safe sandbox” loaded with demo and test data.

The course weaves a scenario throughout, simulating situations one might find in the real world. The class features lecture and group discussions, as well as extensive hands-on practice and reinforcement delivered through a variety of labs.

On the final day, students will request their simulation instance, which is meant to be used as a capstone for the class. The instance will be available for two weeks beyond the end of the class. The simulator tasks allow attendees additional hands-on experience with ServiceNow Asset Management in an environment very similar to what they would experience on the job.

Who Needs to Attend

The ServiceNow® Hardware Asset Management Fundamentals course is for customers, partners, and employees who implement and administer features, functions, and data associated with hardware assets. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities:

- ServiceNow Implementer
- ServiceNow System Administrator
- Hardware Asset Manager
- Hardware Asset Administrator

SERVICENOW HARDWARE ASSET MANAGEMENT (HAM) FUNDAMENTALS

Course Code: 821273

CLASSROOM LIVE

\$2,700 USD

3 Day

Classroom Live Outline

Module 1: Introduction to Hardware Asset Management

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment

Module 2: Trustworthy Data

Objectives:

- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records

Agenda:

- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships

Module 3: Practical Management

Objectives:

- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts

Agenda:

- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts

Module 4: Operational Integration

Objectives:

- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels

Agenda:

- Lifecycle Management
- Reporting and Dashboards

- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data

Module 5: Strategic Conformance

Objectives:

- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership

Agenda:

- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 6: Maintenance and Evolution

Objectives:

- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Module 7: Hardware Asset Management Conclusion

Topics:

- Course Outcome
- Course Review
- Hardware Asset Management Simulator

Simulator:

- The Hardware Asset Management simulator is designed to reinforce what students have learned in this course and aid them in preparing for using the system in real-world settings.
- Simulators are meant to be capstones for the class, allowing students hands-on experience with ServiceNow products.
- The instance will be available for two weeks beyond the end of the class.

SERVICENOW HARDWARE ASSET MANAGEMENT (HAM) FUNDAMENTALS

Course Code: 821273

VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

Virtual Classroom Live Outline

Module 1: Introduction to Hardware Asset Management

Objectives:

- Recognize basic hardware asset management terminology and concepts needed to be successful in the course
- Outline the steps needed to implement ServiceNow Asset Management and ServiceNow Hardware Asset Management applications
- Identify the roles, plugins, and resources that support ServiceNow IT asset management
- Describe ServiceNow's IT asset management products

Agenda:

- Hardware Asset Management Overview
- The Hardware Asset Lifecycle
- Asset Management Recommended Implementation Practices
- Hardware Asset Management Implementation
- Hardware Asset Management Application Overview
- Lab 1.1: Prepare the asset management environment

Module 2: Trustworthy Data

Objectives:

- Explain why good data is a prerequisite for good IT asset management
- Recognize what information you need to track on your devices
- Describe the characteristics of a model and an asset record
- Describe how Discovery, the CMDB, and Normalization Data Services combine to provide trustworthy data
- Describe how HAM hardware model normalization contributes to providing trustworthy data
- Differentiate between Asset, CI, and Model records

Agenda:

- Trustworthy Data Introduction
- Device Details
- Model Records
- Asset Records
- Lab 2.1: Manage hardware assets
- Discovery, CMDB, and Normalization Data Services
- Hardware Asset Management (HAM) Hardware Model Normalization
- Lab 2.2: Hardware model normalization
- Asset and Configuration Items (CIs)
- Lab 2.3: Asset and configuration item (CI) relationships

Module 3: Practical Management

Objectives:

- Explain how to manage hardware assets and consumables between stockrooms
- Examine automation for maintaining asset data
- Recognize the use of effective asset processes to manage and retire assets
- Discover how to manage hardware contracts

Agenda:

- Lifecycle Management
- Consumables
- Lab 3.1: Manage consumables
- Stock Management
- Lab 3.2: Manage stock
- Automated Asset Population
- Lab 3.3: Import assets
- Asset Audits
- Asset Retirement
- Lab 3.4: Retire assets
- Asset Lifecycle Automation
- Lab 3.5: Validate asset lifecycle automation
- Contract Management
- Lab 3.6 Manage contracts

Module 4: Operational Integration

Objectives:

- Describe the process for creating asset reports
- Explain the use of the product catalog, service catalog, and vendor catalog for asset management
- Examine the use of effective processes in the operational asset lifecycle
- Identify how to automate the management of stock levels

Agenda:

- Lifecycle Management
- Reporting and Dashboards

- Lab 4.1: Report on hardware assets
- Request and Procurement
- Lab 4.2: Manage request and procurement
- Lab 4.3: Automate stock management
- Extend Asset and Configuration
- Data Accuracy
- Lab 4.4: Certify data

Module 5: Strategic Conformance

Objectives:

- Recognize key components of hardware contract financials
- Explain depreciation and fixed assets
- Describe how to track total cost of ownership

Agenda:

- Lifecycle Management
- Contract Financials
- Lab 5.1: Contract financials
- IT Cost Management
- Lab 5.2: Depreciation and fixed assets

Module 6: Maintenance and Evolution

Objectives:

- Identify resources to establish proper governance and development practices
- Evaluate the value of requirements versus maintenance burden and risk
- Describe how to use the platform's capabilities to establish good data hygiene

Module 7: Hardware Asset Management Conclusion

Topics:

- Course Outcome
- Course Review
- Hardware Asset Management Simulator

Simulator:

- The Hardware Asset Management simulator is designed to reinforce what students have learned in this course and aid them in preparing for using the system in real-world settings.
- Simulators are meant to be capstones for the class, allowing students hands-on experience with ServiceNow products.
- The instance will be available for two weeks beyond the end of the class.

Feb 11 - 13, 2026 | 9:00 AM - 5:00 PM EST

Feb 23 - 25, 2026 | 9:00 AM - 5:00 PM CST

Mar 16 - 18, 2026 | 9:00 AM - 5:00 PM CDT

Mar 25 - 27, 2026 | 9:00 AM - 5:00 PM CDT

Apr 6 - 8, 2026 | 9:00 AM - 5:00 PM CDT

Apr 20 - 22, 2026 | 9:00 AM - 5:00 PM CDT

May 13 - 15, 2026 | 9:00 AM - 5:00 PM CDT

May 18 - 20, 2026 | 9:00 AM - 5:00 PM CDT

Jun 8 - 10, 2026 | 9:00 AM - 5:00 PM CDT

Jun 24 - 26, 2026 | 9:00 AM - 5:00 PM CDT

SERVICENOW HARDWARE ASSET MANAGEMENT (HAM) FUNDAMENTALS

Course Code: 821273

ON-DEMAND

\$0 USD

On-Demand Outline

Introduction to Hardware Asset Management (U)

- Introduction to Hardware Asset Management: Module Introduction (U)
- Introduction to Hardware Asset Management Overview (U)
- IT Asset Management Requirements and Recommended Practices (U)
- Hardware Asset Management Implementation (U)
- ITSM Asset Management and HAM Application Overviews (U)
- Demonstration: Preparing the Environment (U)
- Introduction to Hardware Asset Management: Knowledge Check (U)
- Introduction to Hardware Asset Management: Summary (U)

Trustworthy Data (U)

- Trustworthy Data: Module Introduction (U)
- Trustworthy Data Overview (U)
- Asset Data (U)
- Discovery, CMDB, and Normalization Data Services (U)
- Hardware Model Normalization (U)
- Demonstration: Configuring Hardware Model Normalization (U)
- Assets and Configuration Items (CIs) (U)
- Trustworthy Data: Knowledge Check (U)
- Trustworthy Data: Summary (U)

Practical Management (U)

- Practical Management: Module Introduction (U)
- Practical Management Overview (U)
- Consumables (U)
- Stock Management (U)
- Demonstration: Managing Stock (U)
- Automated Asset Population (U)
- Asset Retirement (U)
- HAM: Asset Lifecycle Automation (U)

- Demonstration: Validating Asset Lifecycle Automation (U)
- Practical Management: Knowledge Check (U)
- Practical Management: Summary (U)

Operational Integration (U)

- Operational Integration: Module Introduction (U)
- Operational Integration Overview (U)
- Reporting, Dashboards, and Other Asset Tracking (U)
- Requests and Procurement (U)
- Demonstration: Managing Requests and Procurement (U)
- Lab: Manage Requests and Procurement (U)
- Automated Stock Management (U)
- Demonstration: Automating Stock Management (U)
- Mobile Asset Management (U)
- Extend Asset and Configuration (U)
- Data Accuracy (U)
- Operational Integration: Knowledge Check (U)
- Operational Integration: Summary (U)

Strategic Conformance (U)

- Strategic Conformance: Module Introduction (U)
- Strategic Conformance Overview (U)
- Contract Management (U)
- Contract Financials (U)
- Lab: Manage Contract Financials (U)
- IT Cost Management (U)
- Strategic Conformance: Knowledge Check (U)
- Strategic Conformance: Summary (U)

Hardware Asset Management Conclusion (U)

- Hardware Asset Management Conclusion (U)
- Certified Implementation Specialist – Hardware Asset Management Voucher Info

On-Demand Labs

- Lab: Prepare the Asset Management Environment (U)
- Lab: Manage Hardware Assets (U)
- Lab: Hardware Model Normalization (U)
- Lab: Asset and Configuration Item (CI) Relationships (U)
- Lab: Manage Consumables (U)
- Lab: Manage Stock (U)
- Lab: Import Assets (U)
- Lab: Retire Assets (U)
- Lab: Validate Asset Lifecycle Automation (U)
- Lab: Report on Hardware Assets (U)
- Lab: Automate Stock Management (U)

- Lab: Certify Data (U)
- Lab: Manage Contracts (U)
- Lab: Calculate Depreciation (U)
- Lab: Calculate Total Cost of Ownership



SERVICENOW HARDWARE ASSET MANAGEMENT (HAM) FUNDAMENTALS

Course Code: 821273

PRIVATE GROUP TRAINING

3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 2/7/2026 3:01:19 PM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.