CIS-APM^{Q&As}

Certified Implementation Specialist - Application Portfolio Management

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QUESTION 1

When a business application request is approved, a record is created in the business application table. What is the state of the business application at this point?

A. Implementing

B. Retired

C. In Production

D. Pilot

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/ application-portfolio-management/task/manage-balm-service-requests.html

QUESTION 2

What are the business problems that customers are trying to resolve by utilizing Application Portfolio Management (APM)? (Choose two.)

A. Gain a comprehensive understanding of business applications in the organization

B. Reduce the number of governance controls

C. Identify redundancies and decrease budgetary costs

D. Maintain relationships with Product Vendors

Correct Answer: AC

Reference: https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/ application-portfolio-management/concept/application-portfolio-management.html

QUESTION 3

What is the overall score range that a business application could have?

A. 1 through 100

B. 1 through 10

C. 1 through 10000

D. 1 through 1000

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/ application-portfolio-

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management/concept/application-score-profile.html

QUESTION 4

During the customer workshop, Kelly was identified as needing a role that would grant access to create bubble charts, set-up application classification attributes and assessment indicators. Which role should be assigned to Kelly?

A. sn_apm.apm_admin

B. sn_apm.apm_user

C. sn_apm.apm_analyst

D. business_planner

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/ application-portfolio-management/task/create-application-indicators.html

QUESTION 5

What key components of ServiceNow does APM leverage? (Choose three.)

A. Discovery

B. Service Mapping

C. Service Catalog

D. Application Services

E. HR

Correct Answer: ACD