

CIS-APM^{Q&As}

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QUESTION 1

APM combines with several ServiceNow technologies to provide a comprehensive view of your customer's application portfolio. Why would a customer want to utilize information from ServiceNow ServiceMapping? (Choose two.)

- A. Identify your customer's applications' underlying technologies.
- B. Identify your customer's application services.
- C. Produce a horizontal picture of a customer's business applications.
- D. Create an application inventory.

Correct Answer: AB

QUESTION 2

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 3

What application metrics does APM provide to a manager in order for him or her to make targeted decisions based on data instead of educated guesses? (Choose two.)

- A. Costs it takes to maintain an application.
- B. One or more use rights assigned to a specific device or user.
- C. Compliance to regulations and organizational standards.
- D. Application's age.

Correct Answer: BC

QUESTION 4

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

QUESTION 5

Which of the following fields represents the granular licensable version of the software and is used to calculate the technology risk?

- A. Lifecycle Model
- B. Ignore Technical Risk
- C. Lifecycle Release
- D. Lifecycle Full Version

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/application-portfolio-management/task/associate-business-service-to-software-model.html>

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