

CIS-APM^{Q&As}

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QUESTION 1

What is the name of the basic plugin for the APM application?

- A. Application Portfolio Management
- B. Business Planner
- C. Financial Management for APM
- D. Application Portfolio Management - ATF Tests

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/application-portfolio-management/task/activate-apm.html>

QUESTION 2

The capability map provides a hierarchical view of the business capabilities in an organization. How many levels does the capability hierarchy support in its series?

- A. 7
- B. 8
- C. 10
- D. 6

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/task/create-a-business-capability.html>

QUESTION 3

What is the value of managing applications using ServiceNow?

- A. Allows data collection and visualization without manual effort
- B. Allows automation of retiring applications
- C. Provides application owners insight to release counts
- D. Provides top down strategic alignment in the PMO

Correct Answer: A

QUESTION 4

If a customer asks you how ServiceNow's ServiceMapping application works in order to support APM, how would you explain it?

- A. Identifies all hardware and software CI's and other dependencies that support that service.
- B. Drills down to provide application services, vulnerabilities and risks.
- C. Creates an API to manage seamless application services.
- D. Provides software entitlements through a top-down approach.

Correct Answer: D

QUESTION 5

What is the guiding framework that a project team should use when designing the APM architecture?

- A. Information Technology Infrastructure Library (ITIL)
- B. Project Management Professional (PMP)
- C. Common Services Data Model (CSDM)
- D. Design Implementation Outcomes (DIO)

Correct Answer: C

ServiceNow's Common Services Data Model (CSDM) is the guiding framework that the project team should use to design APM architecture. CSDM introduces the 'Application Service' entity, which is a key connection point between business applications and other entities in ServiceNow platform.

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