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Vendor:ServiceNow

Exam Code:CIS-APM

Exam Name:Certified Implementation Specialist -
Application Portfolio Management

Version:Demo

QUESTION 1

Which job will generate scores for all indicators and business applications across all profiles?

- A. Business Application Certification Quarterly
- B. Load Application Indicators and Compute Application Scores
- C. Analyze PA scores and PA snapshot tables
- D. Load TPM Risk Parameters and compute Application Service Risks

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/task/schedule-job-for-indicator-sourcing-score-cal.html>

QUESTION 2

What are the three segments of the Business Application Costing Model? (Choose three.)

- A. Business Processes
- B. Manufacturers
- C. Business Applications
- D. IT Shared Services
- E. Business Units

Correct Answer: CDE

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/it-finance/concept/preconfigured-prescriptive-cost-models-two.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 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.

QUESTION 5

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 6

What are the 4 sections of the APM portal home page that is aligned to The Open Group Architecture Framework (TOGAF)? (Choose four.)

- A. Information Portfolio
- B. Service Portfolio
- C. Catalog Portfolio
- D. Application Portfolio
- E. Business Portfolio
- F. Technology Portfolio

Correct Answer: ADEF

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

QUESTION 7

What customer stakeholder group would be interested in knowing the business value and health of applications?

- A. ITSM Manager
- B. Application Owners
- C. IT Operations
- D. Enterprise Architects

Correct Answer: B

QUESTION 8

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 9

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>

QUESTION 10

When you approve a retire a Business Application request, which system property determines whether a project or a demand is created?

- A. sn_apm.retireBusinessApplication
- B. sn_apm.retireBusinessApplicationTaskType
- C. sn_apm.businessApplication
- D. sn_apm.retire

Correct Answer: C

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

QUESTION 11

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 12

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>

