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## Certified Implementation Specialist - Application Portfolio Management (APM)

ServiceNow CIS-APM

Version Demo

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## QUESTION NO: 1

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.

**ANSWER: B C**

## QUESTION NO: 2

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.

**ANSWER: A B**

## QUESTION NO: 3

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

**ANSWER: A**

**Explanation:**

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

**QUESTION NO: 4**

Stephen discovers that his customer is looking to achieve Basic Rationalization including application scoring. What APM maturity level does this align to?

- A. Level 2
- B. Level 1
- C. Level 3
- D. Level 4

**ANSWER: B**

**QUESTION NO: 5**

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

**ANSWER: D**

**Explanation:**

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