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Topic Break Down

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QUESTION NO: 1

Which information can be configured in a project schedule? (Choose two.)

A. Working hours

B. Non-working periods

C. Cost plan breakdown amounts

D. Monetary benefit amounts

ANSWER: A B

Explanation:

Working hours and **non-working periods** are correct. A project schedule defines when work can occur for scheduling purposes. Working hours identify the available time in a working day, while non-working periods identify time that must not be counted when calculating task durations and planned dates.

Project schedules can account for weekends, holidays, breaks, regional calendars, and organization-specific work patterns. Applying the correct schedule helps ensure that project-task dates are calculated according to the actual availability of the delivery team. See the ServiceNow product documentation portal for Project Management scheduling guidance.

QUESTION NO: 2

Which task relationship types are supported when defining project task dependencies? (Choose four.)

A. Finish-to-Start

B. Start-to-Start

C. Finish-to-Finish

D. Start-to-Finish

E. Pause-to-Resume

ANSWER: A B C D

Explanation:

Finish-to-Start, **Start-to-Start**, **Finish-to-Finish**, and **Start-to-Finish** are supported dependency types. Each relationship defines how the planned start or finish of one task affects the planned start or finish of another task.

Finish-to-Start is typically used when one activity cannot begin until another is complete. Start-to-Start and Finish-to-Finish are useful when activities can overlap but must begin or complete in coordination. Start-to-Finish is less common, but it is available when a successor task cannot finish until a predecessor starts. See the ServiceNow product documentation portal for Project Management task scheduling information.

QUESTION NO: 3

Which field on the Idea Module form displays the unique identifier for the module, that is used as a parameter in the Idea Portal URL to direct users?

A. Module ID

B. Category Limit

C. Module Name

D. Idea Table

ANSWER: A

Explanation:

Module ID is the correct field because it stores the unique, system-facing identifier assigned to an Idea Module. This identifier is specifically intended for use when constructing or configuring an Idea Portal URL that opens the relevant module for a user. The portal uses the module identifier as a URL parameter to determine the destination module and present the appropriate idea-submission experience, categories, and related configuration.

This behavior is important because a display label can be changed for clarity, localization, or business terminology without changing the stable identifier used by a link. Administrators should therefore use the value in Module ID when distributing direct module links, configuring portal navigation, or validating a URL that is intended to route users to a particular Idea Module. The value provides the dependable reference between the portal URL and the module record.

For the Idea Module creation and configuration details, see ServiceNow's Create an idea module documentation. Additional Innovation Management product documentation is available through the Innovation Management documentation.

QUESTION NO: 4

If the Agile Development 2.0 plugin is activated, an idea can be converted into which of the following task types? (Choose three.)

A. Story

B. SAFe epic

C. Epic

D. SAFe feature

E. Project

ANSWER: A C E

Explanation:

With Agile Development 2.0 activated, Idea Management can move a vetted idea directly into Agile work by creating either a Story or an Epic. Converting to a Story is appropriate when the idea is sufficiently small and clear to be handled as an implementable backlog item. Converting to an Epic is appropriate when the idea represents a larger body of work that can later be decomposed into multiple stories and planned through Agile portfolio and backlog processes.

An idea can also be converted into a Project. This supports ideas that require formal project planning and governance rather than being managed solely through an Agile backlog. The conversion preserves the idea's role as the originating innovation request while creating a delivery record that can be planned, staffed, tracked, and governed in the applicable workspace. These conversion choices let organizations route approved ideas into the delivery model that best fits the scope and execution approach. ServiceNow describes Idea Management and its downstream planning integration in the Idea Management product documentation and provides Agile planning concepts in the Agile Development documentation.

QUESTION NO: 5

In order for a business unit to have its own Idea Portal to retrieve data, what must be configured first?

A. A business unit cannot have its own its own Idea Portal

B. Idea Portal URL

C. Idea categories

D. Idea module

ANSWER: D

Explanation:

Idea module is correct because an Idea module is the foundational configuration object used to define and organize an Idea Portal experience for a particular business unit or audience. It establishes the scope in which ideas are collected, displayed, and managed, allowing the portal to present the appropriate idea information and participation experience. The module provides the structural context for portal-specific settings and is configured before the business unit's portal can be meaningfully set up to retrieve and display its relevant idea data.

In ServiceNow Innovation Management, organizations can use separate Idea modules to support distinct business areas, campaigns, or groups while maintaining the appropriate separation of idea-management configurations. This supports a tailored portal experience, including the content and processes associated with that business unit's ideation activities. Once the Idea module exists, administrators can apply the portal configuration needed for users to submit, view, and engage with ideas in that defined context. ServiceNow's Innovation Management documentation describes Idea Management capabilities and configuration concepts at ServiceNow Idea Management documentation. Additional product documentation is available through the ServiceNow product documentation portal.

QUESTION NO: 6

Which actions support effective resource capacity management? (Choose three.)

A. Reviewing resource availability

B. Identifying over-allocations

C. Adjusting resource allocations

D. Closing project tasks automatically

E. Creating update sets

ANSWER: A B C

Explanation:

Reviewing resource availability, **identifying over-allocations**, and **adjusting resource allocations** are all core resource capacity-management activities. Reviewing availability helps managers understand the capacity a resource has for additional work. Negative availability can identify over-allocation, and resource allocations can then be adjusted to resolve capacity conflicts.

These activities help resource managers balance proposed and committed work against the available capacity of people and resource groups. See the ServiceNow Resource Management product overview for capacity and allocation capabilities.

QUESTION NO: 7

The Project Portfolio Management application supports domain separation at this level:

A. Level 3 – Tenant self-managed configuration

B. Level 1 – Tenant data management

C. Level 2 – Tenant process management

D. Data only

ANSWER: D

Explanation:

Data only is correct. In Project Portfolio Management, domain separation is intended to segregate PPM data records by domain, so users and groups working in a tenant domain access the projects, demands, portfolios, programs, resources, and related records appropriate to that domain. This provides tenant-level data isolation while allowing an organization to use a common PPM application implementation.

At the data-only level, the core PPM configuration and application behavior remain shared rather than being independently managed for each tenant. This is important for providers and enterprises that need to keep customer or business-unit PPM information separate without maintaining distinct process configurations for every domain. Domain visibility follows the established domain hierarchy and user/domain access model, allowing appropriate records to be shared upward or managed within a specific domain as required.

ServiceNow describes domain separation as a method for separating data, administration, and processes in a single instance; the supported level for a given application determines which of those capabilities is available. For PPM, the applicable support level is data separation. See the ServiceNow Domain separation documentation and the Strategic Portfolio Management product information.

QUESTION NO: 8

Which is the minimum role that has access to the Project Administration > Settings > Preferences-Project module?

A. it_project_manager

B. it_pps_admin

C. sys_admin

D. it_program_manager

ANSWER: B

Explanation:

The **it_pps_admin** role is the minimum role that provides access to the Project Administration > Settings > Preferences-Project module. This role is intended for administrators of Project Portfolio Suite/Project Portfolio Management configuration, including the system-level preferences that control project-management behavior. Preferences are administrative configuration rather than day-to-day project execution features, so access is assigned through the PPM administration role.

ServiceNow's installed-role documentation identifies **it_pps_admin** as the administrative role for Project Portfolio Suite capabilities. Assigning this role follows the least-privilege principle: the user receives the PPM administrative access required to manage project preferences without relying on broader platform-administrator access. The role can be assigned directly to an appropriate PPM administrator or included through an organization's approved role-management design. For role definitions and inherited permissions, review the ServiceNow documentation for Project Portfolio Management roles and the platform access-control model.

References: ServiceNow: roles installed with Project Portfolio Suite; ServiceNow: access control rules.

QUESTION NO: 9

Which benefits can an organization obtain by using project templates? (Choose three.)

A. Consistent project structures

B. Reuse of standard project tasks

C. Faster project creation

D. Automatic approval of all projects

E. Automatic allocation of named resources

ANSWER: A B C

Explanation:

Consistent project structures, **reuse of standard project tasks**, and **faster project creation** are benefits of project templates. A template can provide a repeatable starting structure for common project types, including predefined tasks and planning information. Project managers can then create projects from the template and tailor the resulting project for the specific delivery effort.

Templates support standardization and reduce repetitive project setup effort while allowing organizations to apply approved delivery practices consistently. See the ServiceNow Project Management documentation for project-template configuration guidance.

QUESTION NO: 10

When calculating a project schedule, which information can affect the planned dates of project tasks? (Choose three.)

A. Task durations

B. Task dependencies

C. Project schedule

D. Project number

E. Project journal entries

ANSWER: A B C

Explanation:

Task durations, **task dependencies**, and the **project schedule** can affect calculated planned dates. A task duration determines the amount of working time required to complete the task. Dependencies establish the sequencing relationship between predecessor and successor tasks. The project schedule determines the working and non-working time that is considered when dates are calculated.

Together, these values allow ServiceNow to calculate task start and end dates in a manner that reflects the project work calendar and the relationships between tasks. See the ServiceNow Project Management documentation for project scheduling concepts.

QUESTION NO: 11

Is resource capacity derived from FTE or schedules?

A. Only FTE.

B. Both.

C. Only Schedules.

D. Neither.

ANSWER: C

Explanation:

Only Schedules. is correct because Resource Management calculates an individual resource's available capacity from the working time defined by that resource's associated schedule. The schedule supplies the actual working days and hours that are available in a period, including the impact of nonworking time such as weekends, holidays, and schedule exceptions. This schedule-derived availability is what allows capacity views and planning calculations to represent the hours a person can realistically contribute during the selected timeframe.

FTE is useful as a planning and reporting concept for expressing workforce demand or supply in normalized full-time equivalents, but it is not the source used to derive a resource's operational capacity hours. In practical terms, ServiceNow needs the schedule to translate availability into time-based capacity, so that allocations and remaining capacity can be assessed accurately by day, week, or month. Administrators should therefore ensure that resources have appropriate schedules and that those schedules reflect the organization's working-hour and holiday rules.

For the ServiceNow Resource Management capacity-review guidance, see Review capacity for resources. ServiceNow product documentation is also available through the ServiceNow Documentation portal.

QUESTION NO: 12

Which plugin activates the ideas module to gather and evaluate ideas efficiently, and quickly identify ideas for implementation?

A. Resource Management

B. Test Management 2.0

C. Ideation with PPM

D. Agile Development 2.0

ANSWER: C

Explanation:

Ideation with PPM is the plugin intended to enable the Project Portfolio Management ideation capability. It provides the Ideas module, where users can submit proposed improvements, products, services, or initiatives and then move those ideas through a defined evaluation process. This creates a consistent intake point for demand before work is approved as a project, enhancement, or other portfolio investment.

With ideation enabled, organizations can capture idea details, assess value and feasibility, collect stakeholder feedback, prioritize candidates, and identify the ideas that warrant implementation. The capability supports the early portfolio lifecycle by helping portfolio managers compare potential investments against business objectives and make more informed decisions about which requests should progress into formal planning and delivery.

ServiceNow groups this capability within its portfolio-planning and strategic portfolio management functionality, where ideas can be evaluated and converted into downstream work when approved. For current product context, see the ServiceNow Strategic Portfolio Management overview and the ServiceNow product documentation portal, where the documentation for the instance release can be searched for Ideation and plugin activation details.

QUESTION NO: 13

When can a user choose from multiple rate types for their work, while logging a time card?

A. Only if the capability is enabled in the Project Preferences

B. Only if this capability is enabled in the Project Record

C. Only one (1) rate type can apply

D. Only if the capability is enabled in the Time Sheet Policies

ANSWER: D

Explanation:

A user can choose from multiple rate types while logging a time card only when that capability is enabled in the applicable Time Sheet Policies. Time sheet policies control important behavior for time entry, including the rate types that are available to a user when recording time against eligible work. This provides administrators with centralized governance: the

organization can define whether workers may select an appropriate rate type, such as a standard or specialized work rate, during time-card entry rather than relying on a fixed rate selection in every circumstance.

The policy must apply to the user and the work being recorded for the rate-type choice to be presented during the time-card process. This configuration supports accurate labor costing and financial reporting because the selected rate type can reflect the nature of the work performed. Administrators should therefore review the relevant policy configuration and its applicability conditions when users need to record time at more than one authorized rate. ServiceNow's documentation portal provides the product documentation for time-sheet and project financial-management configuration at ServiceNow Product Documentation. Additional product context is available at ServiceNow Project Portfolio Management.