Certified Implementation Specialist - Strategic Portfolio Management

ServiceNow CIS-SPM

Version Demo

Total Demo Questions: 11

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Topic Break Down

Topic	No. of Questions
Topic 1, Strategic Portfolio Management (SPM) Overview	7
Topic 2, Demand Management	13
Topic 3, Project Portfolio Management	39
Topic 4, Resource Management	25
Topic 5, Financial Management	15
Topic 6, Agile Development	1
Topic 7, Scenario Planning	9
Topic 8, Mix Questions	1
Total	110

QUESTION NO: 1

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 Time Sheet Policies

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 Project Preferences

ANSWER: A

Explanation:

Only if the capability is enabled in the Time Sheet Policies is correct. In Strategic Portfolio Management, rate types support charging time at different labor rates appropriate to the work performed, such as a standard rate, overtime rate, or another configured rate category. The ability for a user to select a rate type while entering a time card is controlled centrally through the applicable time sheet policy. When the policy enables rate-type selection, the time-card experience can present the user with the available rate types so that the recorded work is associated with the appropriate labor rate. This ensures that subsequent labor-cost calculations use the labor rate card matching the selected rate type, together with the relevant user, group, role, or other rate-card criteria configured by the organization. Time sheet policies are therefore the intended governance point for enabling this behavior consistently for the population of users to whom the policy applies. ServiceNow documents the relationship between rate types, labor rate cards, and time-card entry in its SPM documentation; see Using rate types and labor rate cards. Additional product documentation is available through the ServiceNow Product Documentation portal.

QUESTION NO: 2

Which role is needed to group related projects and demands?

A. it_program_manager

B. it_project_manager

C. it_demand_manager

D. it_project_user

ANSWER: A

Explanation:

The **it_program_manager** role is needed to group related projects and demands because ServiceNow Program Management uses programs as the organizational structure for work that contributes to a shared strategic objective. A program provides a single management layer above its related projects and associated demand records, allowing a program manager to coordinate planning, execution, milestones, financial information, risks, and overall outcomes across that body of work. The role grants the program-management capabilities required to create and manage these program records and to associate the relevant projects and demands with them. This supports portfolio-level governance while retaining the detailed management of individual project and demand records in their respective processes. In Strategic Portfolio Management, program management is therefore the appropriate mechanism when the goal is to organize multiple related initiatives around a common business outcome rather than manage each initiative in isolation. ServiceNow's Program Management documentation describes programs as containers used to organize related work, and the Strategic Portfolio Management product documentation explains how these capabilities support coordinated investment and delivery decisions. See ServiceNow Program Management documentation and ServiceNow Strategic Portfolio Management.

QUESTION NO: 3

An organization delivers the same type of regulatory project several times each year. The PMO wants every new project to begin with an approved work breakdown structure and the standard scheduling relationships between tasks. What are the benefits of using a project template?

Choose 2 answers

A. Preserve actual cost records from completed projects.

B. Preserve submitted time cards from completed projects.

C. Provide a reusable task hierarchy for new projects.

D. Provide standard task dependencies for new projects.

ANSWER: C D

Explanation:

A project template can provide a **reusable task hierarchy** and retain the **standard dependencies and planning information** needed to create a consistent project plan. Project managers can then tailor the generated project to the specific delivery dates, scope, and staffing requirements.

A template does not preserve actual costs or time cards from a prior project. Those values belong to the individual project and its execution history rather than to the reusable plan definition.

QUESTION NO: 4

A project manager copies a completed project as the starting point for a similar initiative. The new project must be distinguishable from the source project in lists, reports, and references. Which field is not copied from the source project?

A. Planned dates

B. Duration fields

C. Short description

D. Number

ANSWER: D

Explanation:

The **Number** is not copied because the target is a newly created project record and must have its own unique identifier. Project copy retains key planning and descriptive values, including planned dates, duration fields, and short description, so the target can be used as a starting point.

QUESTION NO: 5

A portfolio manager needs to evaluate two alternative investment mixes before changing the approved portfolio. Each mix has different funding and resource assumptions. What should the portfolio manager use?

A. Create a project baseline.

B. Create a portfolio scenario.

C. Create a resource plan.

D. Update the approved portfolio directly.

ANSWER: B

Explanation:

A **portfolio scenario** is the appropriate choice because it allows a portfolio manager to model and evaluate alternative portfolio plans without changing the approved portfolio records. Scenarios support what-if analysis of proposed investments, priorities, costs, benefits, and capacity constraints before a decision is made.

Updating the live portfolio would affect the current plan, while a project baseline is intended to compare a project plan over time. A resource plan models staffing demand for a work item, not alternative portfolio investment combinations.

QUESTION NO: 6

What plugin must be installed to use Capacity Planning in a portfolio?

A. Collaborative Work Management

B. Portfolio Planning

C. Skills Management

D. Time Card Management

ANSWER: B

Explanation:

Portfolio Planning is the required plugin for using Capacity Planning in a portfolio. It provides the portfolio-planning capabilities that let organizations evaluate demand against available resource capacity across planning periods. With this capability enabled, portfolio managers can work with capacity plans to understand whether the resources needed for proposed and approved work are available, identify shortfalls or excess capacity, and use that information when prioritizing portfolio investments. Capacity planning is therefore a portfolio-level planning function, rather than merely a time-entry, skills-record, or collaborative-work feature. The plugin must be activated in the instance before its related planning functionality and configuration can be used. ServiceNow's Strategic Portfolio Management documentation describes capacity planning as part of its planning capabilities and provides the applicable setup and administration guidance. For current product documentation, see the ServiceNow Capacity Planning documentation and the ServiceNow plugin administration documentation.

QUESTION NO: 7

What are the available resource states in the Resource status field on the New Resource Assignment form?

Choose 4 answers

A. Cancelled

B. In Progress

C. Open

D. Unassigned

E. Pending

F. Approved

G. Unapproved

ANSWER: D E F G

Explanation:

The available Resource status values on a new Resource Assignment represent both whether a named person has been selected and the approval stage of the assignment. **Unassigned** identifies an assignment demand that does not yet have a resource allocated to it. **Pending** identifies an assignment that is awaiting the applicable resource-management decision or workflow progression. **Approved** indicates that the assignment has been authorized for the requested resource and period. **Unapproved** indicates that the assignment has not received approval, allowing resource managers and planners to distinguish it from assignments that are already approved or still pending. These states support capacity planning and approval governance by making the staffing and authorization condition visible directly on the resource assignment record. ServiceNow Resource Management uses resource plans and assignments to organize demand, allocation, and approval processes; the status values on the assignment form provide the operational state used throughout that process. See the ServiceNow Resource Management documentation and its guidance on creating resource plans.

QUESTION NO: 8

Which colors are used as indicators of project health in a project status report?

Choose 3 answers

A. Yellow

B. Red

C. Green

D. Orange

E. Blue

ANSWER: A B C

Explanation:

Project status reporting in ServiceNow Strategic Portfolio Management uses the familiar red, yellow, and green health indicators to communicate a project's overall condition and make status readily understandable to stakeholders. Green represents a healthy project that is proceeding as expected. Yellow identifies a project requiring attention because of risks, issues, or conditions that could affect its objectives. Red signals that the project is in a critical state and requires intervention or escalation. These color-based indicators support quick portfolio-level review by allowing project managers, sponsors, and PMO users to identify projects needing attention without first examining every underlying task, milestone, risk, or financial detail. The health values can be reflected in project status reports and are part of the broader project health and status-management experience in SPM. ServiceNow documentation describes project status reports as a mechanism for communicating project status, including health information, to project stakeholders. See the ServiceNow Project Status Reports documentation and the ServiceNow Project Management documentation.

QUESTION NO: 9

What does the project status report allow project managers to do?

Choose 2 answers

A. View the project Gantt chart

B. View the WBS

C. Show historical trend of project KPI's

D. Print as a PDF attachment

ANSWER: C D

Explanation:

The project status report is designed to provide a concise, stakeholder-ready view of project health and performance. It can show the historical trend of project KPI's, enabling a project manager to assess how key measures have changed across reporting periods rather than relying on a single point-in-time value. Trend visibility helps managers identify whether schedule, cost, resource, risk, and overall project-health indicators are improving, stable, or deteriorating, and supports timely decisions or corrective action. The report can also be printed as a PDF attachment. This gives project managers a portable, consistent status artifact that can be shared with sponsors, executives, and other stakeholders through project communications, while preserving the report's formatted presentation. Together, KPI trend reporting and PDF output support the primary purpose of status reporting: communicating project progress, current health, and material concerns in an easily consumable format. ServiceNow's Project Management documentation describes the status-reporting capabilities within Strategic Portfolio Management and the reporting views available for projects. See the ServiceNow Project Status Report documentation and the ServiceNow Project Management documentation.

QUESTION NO: 10

Which role can configure the parameters of the demand workbench that is provided with the base system?

A. All roles.

B. business_stakeholder.

C. it_project_manager.

D. it_pps_admin.

ANSWER: D

Explanation:

The **it_pps_admin** role is the appropriate role for configuring the base-system Demand Workbench. This administrative Project Portfolio Suite role provides access to the configuration capabilities used to tailor how demand records are presented and evaluated in the workbench. An administrator with this role can define the workbench parameters, including the values represented on its axes, the bubble-size metric, color settings, and quadrant definitions. These settings determine how demand data is visually grouped and compared, allowing the organization to align the workbench with its prioritization and portfolio-management criteria. The role is intended for users who administer portfolio and demand-management configuration rather than merely participate in demand submission, stakeholder review, or project delivery. Demand Workbench is part of ServiceNow's Demand Management functionality within Strategic Portfolio Management, where demands can be assessed and prioritized before downstream portfolio decisions are made. For ServiceNow product and Demand Management documentation, see ServiceNow Demand Management documentation and ServiceNow Strategic Portfolio Management.

QUESTION NO: 11

When creating a planning item, which fields are populated automatically with the Approved start date value and the Approved end date value respectively?

Choose 2 answers

A. Actual start date

B. Planned start date

C. Planned end date

D. Due date

ANSWER: B C

Explanation:

Planned start date and **Planned end date** are the fields automatically initialized from the planning item's approved schedule dates when the item is created. The approved dates represent the authorized timing for the work, while the planned dates provide the operational schedule values used to plan, sequence, and track the item. Accordingly, the Approved start date is copied to Planned start date, and the Approved end date is copied to Planned end date. This default population establishes an initial planned timeline that is aligned to the approved timeline, while still allowing planning and delivery teams to maintain schedule information as work is refined and managed. This behavior supports consistent portfolio planning because approved timing is immediately available to downstream planning processes without requiring a planner to manually reenter the same dates. For ServiceNow's Strategic Portfolio Management documentation and product guidance, see the ServiceNow Strategic Portfolio Management product page and the ServiceNow product documentation portal.