



# CIS-APM<sup>Q&As</sup>

Certified Implementation Specialist - Application Portfolio Management

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### QUESTION 1

What key components of ServiceNow does APM leverage? (Choose three.)

- A. Discovery
- B. Service Mapping
- C. Service Catalog
- D. Application Services
- E. HR

Correct Answer: ACD

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### QUESTION 2

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

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### QUESTION 3

What is the overall score range that a business application could have?

- A. 1 through 100
- B. 1 through 10
- C. 1 through 10000
- D. 1 through 1000

Correct Answer: B

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

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### QUESTION 4



Which portal is the best data source to capture strategies, goals and capabilities?

- A. The Application Navigator
- B. Business Planning Portal
- C. The Application Portfolio Management Portal
- D. Assessment Indicator Portal

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/concept/overview-business-planning.html>

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#### QUESTION 5

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

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