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QUESTION 1

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 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

QUESTION 3

Which of the following fields represents the granular licensable version of the software and is used to calculate the technology risk?

- A. Lifecyle 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

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QUESTION 4

٧	Vhat customer	[·] stakeholder	group	would	be intere	sted in	knowing 1	the	business va	alue and	health	of ar	oplication	ons'

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

Correct Answer: B

QUESTION 5

Which attributes can be used to categorize business applications? (Choose four.)

- A. Application Score
- B. Application Name
- C. Application Family
- D. Portfolio
- E. Category
- F. Business Unit

Correct Answer: BCDE

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