

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

Certified Implementation Specialist - Application Portfolio Management

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## QUESTION 1

What relationship type is used to describe a relationship between a business capability and a business application?

- A. Used: Used by
- B. Depends on: Used by
- C. Provides: Provided by
- D. Runs on: Runs

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/application-portfolio-management/task/establish-CI-relationship.html>

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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

The Retail Exchange Company has all of their applications in a single system of record and ownership has been established. Which level of the maturity model are they in right now?

- A. Level 1: Applications Under Management
- B. Level 2: Basic Rationalization
- C. Level 3: Advanced Rationalization
- D. Level 4: Continuously Optimized Portfolio

Correct Answer: A

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## QUESTION 4

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.

Correct Answer: BC

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## QUESTION 5

What are the business problems that customers are trying to resolve by utilizing Application Portfolio Management (APM)? (Choose two.)

- A. Gain a comprehensive understanding of business applications in the organization
- B. Reduce the number of governance controls
- C. Identify redundancies and decrease budgetary costs
- D. Maintain relationships with Product Vendors

Correct Answer: AC

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

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