

CIS-APM^{Q&As}

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QUESTION 1

What are the stages of the APM rationalization process?

- A. Measure, Evaluate, Decide, Take Action, Baseline
- B. Identify, Measure, Evaluate, Decide, Take Action
- C. Identify, Measure, Decide, Take Action, Communicate
- D. Identify, Measure, Evaluate, Take Action, Certify

Correct Answer: B

Reference: <https://www.youtube.com/watch?v=v2iw0UVkxmU> (6:33)

QUESTION 2

What information does Hardware Asset Management provide to support decisions about business applications and application services?

- A. Software Lifecycle
- B. Business Capability
- C. Application Capability
- D. Hardware Lifecycle

Correct Answer: A

QUESTION 3

If a customer asks you how ServiceNow's ServiceMapping application works in order to support APM, how would you explain it?

- A. Identifies all hardware and software CI's and other dependencies that support that service.
- B. Drills down to provide application services, vulnerabilities and risks.
- C. Creates an API to manage seamless application services.
- D. Provides software entitlements through a top-down approach.

Correct Answer: D

QUESTION 4

What are the 4 sections of the APM portal home page that is aligned to The Open Group Architecture Framework

(TOGAF)? (Choose four.)

- A. Information Portfolio
- B. Service Portfolio
- C. Catalog Portfolio
- D. Application Portfolio
- E. Business Portfolio
- F. Technology Portfolio

Correct Answer: ADEF

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

QUESTION 5

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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