CIS-APM^{Q&As}

Certified Implementation Specialist - Application Portfolio Management

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QUESTION 1

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 2

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 3

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 4

What is the guiding framework that a project team should use when designing the APM architecture?

A. Information Technology Infrastructure Library (ITIL)

B. Project Management Professional (PMP)

C. Common Services Data Model (CSDM)

D. Design Implementation Outcomes (DIO)

Correct Answer: C

ServiceNow\\'s Common Services Data Model (CSDM) is the guiding framework that the project team should use to design APM architecture. CSDM introduces the \\'Application Service\\' entity, which is a key connection point between business applications and other entities in ServiceNow platform.

QUESTION 5

Stephen discovers that his customer is looking to achieve Basic Rationalization including application scoring. What APM maturity level does this align to?

A. Level 2

B. Level 1

C. Level 3

D. Level 4

Correct Answer: B