

# 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

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

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## QUESTION 3

What customer stakeholder group would be interested in knowing the business value and health of applications?

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

Correct Answer: B

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## QUESTION 4

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

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## QUESTION 5

The capability map provides a hierarchical view of the business capabilities in an organization. How many levels does the capability hierarchy support in its series?

- A. 7
- B. 8
- C. 10
- D. 6

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/task/create-a-business-capability.html>

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