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Certified Implementation Specialist - Strategic Portfolio Management

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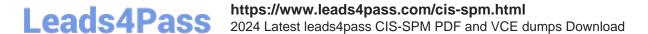Free Download Real Questions & Answers **PDF** and **VCE** file from:

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**QUESTION 1**

What is the default table that stores the idea categories that a user can select from when submitting an idea?

A. dmn_demand

B. im_category

C. im_module

D. im_idea_core

Correct Answer: B

According to the Category Configuration document, the default table that stores the idea categories that a user can select from when submitting an idea is im_category. This table contains the predefined categories for ideas, such as Business Process, Customer Service, or IT Service. The other options are not correct, as they are not the tables that store the idea categories. The dmn_demand table stores the demand records that are created from the approved ideas. The im_module table stores the idea modules that are used to group ideas by different criteria. The im_idea_core table stores the core fields of the idea records.

**QUESTION 2**

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first:

A. Configure the Project form

B. Create custom fields in your ServiceNow instance

C. Export the project to XML format

D. Import your project

Correct Answer: B

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first create custom fields in your ServiceNow instance that match the names and data types of the custom fields in Microsoft Project. This will allow you to map the custom fields using a transform map when importing the project. You can find more information about this process in the Product Documentation for ServiceNow.

**QUESTION 3**

Which stage of the Now Create methodology includes Transition, Mobilize, Prepare and Conduct?

A. Initiate

B. Prepare

C. Close

D. Transition

Correct Answer: D

The Transition stage of the Now Create methodology includes the activities of Transition, Mobilize, Prepare and Conduct. This stage is focused on transitioning the solution from development to production, mobilizing the stakeholders for the go-live, preparing the environment and data for the launch, and conducting the final testing and validation. You can find more information about the Transition stage in the Now Create ebook or the Project Methodology website for ServiceNow.

**QUESTION 4**

When copying a source project to a target project, what fields are copied by default?

Choose 3 answers

A. Planned dates.

B. Duration fields.

C. Number.

D. Short description.

E. State

Correct Answer: ABD

**QUESTION 5**

Which artifacts can be linked to either a program, a portfolio, both, or neither?

Choose 2 answers

A. Operational plans

B. Demands

C. Test cases

D. Stories

E. Projects

Correct Answer: BE

**QUESTION 6**

When creating a project from demand, what related records are moved and copied upon Project Creation?

A. Resource Plan and Cost Plan.

B. Resource Plan and Change Requests.

C. Idea and Demand.

D. Cost Plan and Assessment.

Correct Answer: A

According to the Create a customer project from a demand document, when creating a project from demand, the resource plan and the cost plan are moved and copied upon project creation. The resource plan defines the resources required for the project, and the cost plan defines the estimated and actual costs for the project. The other options are not correct, as they are not related records that are moved and copied upon project creation. The change requests, the idea, and the demand are not moved or copied to the project, but they are linked to the project as references. The assessment is not a record that is associated with the project, but with the demand.

**QUESTION 7**

A checklist item record provides a name and what other element?

A. Short description field.

B. Status field.

C. Percent complete field.

D. Complete field.

Correct Answer: D

A checklist item record provides a name and a complete field. The name field is the label of the checklist item, and the complete field is a checkbox that indicates whether the checklist item is done or not. You can find more information about checklist items in the Product Documentation for ServiceNow.

**QUESTION 8**

Users with what role can be considered for resource planning?

A. it_project_user.

B. it_user.

C. it_pps_user.

D. pps_resource.

Correct Answer: D

According to the ServiceNow Resource Management document, users with the pps_resource role can be considered for resource planning, as this role grants access to the Resource Management application and allows the users to view and update their resource allocations. The other options are not correct, as they are not roles that are related to resource planning. The it_project_user role grants access to the Project Portfolio Management application and allows the users to create and update projects. The it_user role grants access to the IT Service Management application and allows the users to manage incidents, problems, and changes. The it_pps_user role grants access to the Project Portfolio Suite application and allows the users to manage portfolios, programs, and projects.

**QUESTION 9**

As a demand manager, you can view an artifact from a demand. What artifacts are part of a demand?

A. Stories, Vulnerability Tasks, Enhancements.

B. Incidents, Problems, Change.

C. Decision, Risk, Requirements.

D. Project, Defect, Requests.

Correct Answer: C

According to the ServiceNow documentation1, a demand manager can view and edit the following artifacts from a demand:

Decision: A decision that affects the demand or its outcome2.

Risk: A risk that could impact the demand or its outcome3.

Requirement: A requirement that defines the scope or functionality of the demand4.

The other options are not artifacts of a demand, but rather related entities that can be created from a demand or linked to a demand.

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandManagement.html

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**QUESTION 10**

What features are not included in a teamspace application but can be added in teamspace settings? Choose 2 answers

A. Idea

B. Demand Assessments

C. Workbench configuration

D. Project

Correct Answer: AB

According to the Teamspaces document, features such as idea and demand assessments are not included in a teamspace application by default, but can be added in teamspace settings. Idea is a feature that allows users to submit and vote on ideas for new or improved products, services, or processes. Demand assessments are a feature that allows users to evaluate the demands based on various criteria, such as strategic alignment, risk, and return on investment. The other options are not correct, as they are features that are included in a teamspace application by default.

Workbench configuration is a feature that allows users to customize the workbench for the teamspace. Project is a feature that allows users to create and manage projects within the teamspace.

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