



# 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

Why would enterprise architects be interested in APM outcomes? (Choose two.)

- A. Understand incident counts by application
- B. Understand what software licenses need to be reclaimed
- C. Understand the landscape of technology standards and lifecycle plans
- D. View business capabilities supported by applications

Correct Answer: CD

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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

APM interfaces with Software Asset Management to pull this application data: (Choose three.)

- A. Product Classification



- B. Software Model Data
- C. Hardware Asset Lifecycle
- D. Lifecycle Data
- E. Vendor Procurement

Correct Answer: ACD

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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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