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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

QUESTION 2

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

QUESTION 3

What is the overall score range that a business application could have?

- A. 1 through 100
- B. 1 through 10
- C. 1 through 10000
- D. 1 through 1000

Correct Answer: B

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

QUESTION 4



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 5

What are the business problems that customers are trying to resolve by utilizing Application Portfolio Management (APM)? (Choose two.)

- A. Gain a comprehensive understanding of business applications in the organization
- B. Reduce the number of governance controls
- C. Identify redundancies and decrease budgetary costs
- D. Maintain relationships with Product Vendors

Correct Answer: AC

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

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