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QUESTION 1

During the customer workshop, Kelly was identified as needing a role that would grant access to create bubble charts, set-up application classification attributes and assessment indicators. Which role should be assigned to Kelly?

- A. sn_apm.apm_admin
- B. sn_apm.apm_user
- C. sn_apm.apm_analyst
- D. business_planner

Correct Answer: A

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

QUESTION 2

The Retail Exchange Company has all of their applications in a single system of record and ownership has been established. Which level of the maturity model are they in right now?

- A. Level 1: Applications Under Management
- B. Level 2: Basic Rationalization
- C. Level 3: Advanced Rationalization
- D. Level 4: Continuously Optimized Portfolio

Correct Answer: A

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 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

QUESTION 5

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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