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QUESTION 1

When a business application request is approved, a record is created in the business application table. What is the state of the business application at this point?

- A. Implementing
- B. Retired
- C. In Production
- D. Pilot

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/application-portfolio-management/task/manage-balm-service-requests.html>

QUESTION 2

What relationship type is used to describe a relationship between a business capability and a business application?

- A. Used: Used by
- B. Depends on: Used by
- C. Provides: Provided by
- D. Runs on: Runs

Correct Answer: C

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

QUESTION 3

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



QUESTION 4

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 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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