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QUESTION 1

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 CIs 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 2

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 3

What is the value of managing applications using ServiceNow?

- A. Allows data collection and visualization without manual effort
- B. Allows automation of retiring applications
- C. Provides application owners insight to release counts
- D. Provides top down strategic alignment in the PMO

Correct Answer: A

QUESTION 4



What is the guiding framework that a project team should use when designing the APM architecture?

- A. Information Technology Infrastructure Library (ITIL)
- B. Project Management Professional (PMP)
- C. Common Services Data Model (CSDM)
- D. Design Implementation Outcomes (DIO)

Correct Answer: C

ServiceNow's Common Services Data Model (CSDM) is the guiding framework that the project team should use to design APM architecture. CSDM introduces the 'Application Service' entity, which is a key connection point between business applications and other entities in ServiceNow platform.

QUESTION 5

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

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