



# CIS-APM<sup>Q&As</sup>

Certified Implementation Specialist - Application Portfolio Management

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### QUESTION 1

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 2

What links the application service to the underlying technologies?

- A. Application Management Model
- B. Inventory Management
- C. Application Service Software Model
- D. Application Category

Correct Answer: D

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### QUESTION 3

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>

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#### 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.

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#### QUESTION 5

What are the three segments of the Business Application Costing Model? (Choose three.)

- A. Business Processes
- B. Manufacturers
- C. Business Applications
- D. IT Shared Services
- E. Business Units

Correct Answer: CDE

Reference: <https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/it-finance/concept/preconfigured-prescriptive-cost-models-two.html>

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