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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 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 2

Which attributes can be used to categorize business applications? (Choose four.)

A. Application Score

B. Application Name

C. Application Family

D. Portfolio

E. Category

F. Business Unit

Correct Answer: BCDE

QUESTION 3

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 4

When you approve a retire a Business Application request, which system property determines whether a project or a demand is created?

A. sn_apm.retireBusinessApplication

B. sn_apm.retireBusinessApplicationTaskType

C. sn_apm.businessApplication

D. sn_apm.retire

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/ application-portfolio-management/task/manage-business-appln.html

QUESTION 5

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