



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

Certified Implementation Specialist - Application Portfolio Management

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### QUESTION 1

What are the 4 sections of the APM portal home page that is aligned to The Open Group Architecture Framework (TOGAF)? (Choose four.)

- A. Information Portfolio
- B. Service Portfolio
- C. Catalog Portfolio
- D. Application Portfolio
- E. Business Portfolio
- F. Technology Portfolio

Correct Answer: ADEF

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

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### QUESTION 2

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 3

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

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#### QUESTION 4

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

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#### QUESTION 5

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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