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QUESTION 1

What application metrics does APM provide to a manager in order for him or her to make targeted decisions based on data instead of educated guesses? (Choose two.)

- A. Costs it takes to maintain an application.
- B. One or more use rights assigned to a specific device or user.
- C. Compliance to regulations and organizational standards.
- D. Application's age.

Correct Answer: BC

QUESTION 2

During the customer workshop, Kelly was identified as needing a role that would grant access to create bubble charts, set-up application classification attributes and assessment indicators. Which role should be assigned to Kelly?

- A. sn_apm.apm_admin
- B. sn_apm.apm_user
- C. sn_apm.apm_analyst
- D. business_planner

Correct Answer: A

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

QUESTION 3

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

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

The capability map provides a hierarchical view of the business capabilities in an organization. How many levels does the capability hierarchy support in its series?

- A. 7
- B. 8
- C. 10
- D. 6

Correct Answer: D

Reference: <https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/task/create-a-business-capability.html>

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