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QUESTION 1

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 2

What information does Hardware Asset Management provide to support decisions about business applications and application services?

- A. Software Lifecycle
- B. Business Capability
- C. Application Capability
- D. Hardware Lifecycle

Correct Answer: A

QUESTION 3

What customer stakeholder group would be interested in knowing the business value and health of applications?

- A. ITSM Manager
- B. Application Owners
- C. IT Operations
- D. Enterprise Architects

Correct Answer: B

QUESTION 4



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

QUESTION 5

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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