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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 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 4

Stephen is attempting to summarize for the customer how all of the applications that support APM are brought together. From the bottom-up, what ServiceNow application supports the first layer of CI Iinventory?

A. Discovery

B. Software Asset Management

C. APM

D. ServiceMapping

Correct Answer: D

QUESTION 5

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

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