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QUESTION 1

What key components of ServiceNow does APM leverage? (Choose three.)

A. Discovery

B. Service Mapping

C. Service Catalog

D. Application Services

E. HR

Correct Answer: ACD

QUESTION 2

What are the business problems that customers are trying to resolve by utilizing Application Portfolio Management (APM)? (Choose two.)

A. Gain a comprehensive understanding of business applications in the organization

B. Reduce the number of governance controls

C. Identify redundancies and decrease budgetary costs

D. Maintain relationships with Product Vendors

Correct Answer: AC

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

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

QUESTION 4

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 5

What is the overall score range that a business application could have?

A. 1 through 100

B. 1 through 10

C. 1 through 10000

D. 1 through 1000

Correct Answer: B

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

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