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QUESTION 1

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 2

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 3

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

QUESTION 4

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.

QUESTION 5

Which job will generate scores for all indicators and business applications across all profiles?

A. Business Application Certification Quarterly

B. Load Application Indicators and Compute Application Scores

C. Analyze PA scores and PA snapshot tables

D. Load TPM Risk Parameters and compute Application Service Risks

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/paris-it-business-management/page/product/applicationportfolio-management/task/schedule-job-for-indicator-sourcing-score-cal.html