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# Question 1

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**Question Type:** MultipleChoice

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Depending on the execution type selected for a particular project, one of these dashboards will also be available:

## Options:

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- A- Project Summary - Waterfall Dashboard
- B- Timecard Dashboard
- C- User Manager Dashboard
- D- PMO Dashboard

## Answer:

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A

## Explanation:

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According to the Project Summary - Waterfall Dashboard document, depending on the execution type selected for a particular project, the Project Summary - Waterfall Dashboard will also be available. This dashboard provides a comprehensive view of the project status, progress, and performance using various widgets. The other options are not correct, as they are not dashboards that are dependent on

the execution type of the project. The Timecard Dashboard is a dashboard that displays the time worked by users on various tasks. The User Manager Dashboard is a dashboard that displays the user management activities and statistics. The PMO Dashboard is a dashboard that displays the portfolio and project performance and health.

## Question 2

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**Question Type:** MultipleChoice

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If the 'Move project for WIP projects' property is enabled, project tasks associated with the project are also moved, except for tasks in which of

the following states?

Choose 2 answers

### Options:

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A- Pending

B- Work in Progress

C- Closed

D- Open

**Answer:**

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B, C

**Explanation:**

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According to the Planning Console document, if the 'Move project for WIP projects' property is enabled, project tasks associated with the project are also moved, except for tasks in the Work in Progress or Closed states. The other options are not correct, as tasks in the Pending or Open states are moved along with the project.

## Question 3

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**Question Type:** MultipleChoice

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When creating a project from demand, what related records are moved and copied upon Project Creation?

**Options:**

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- A- Resource Plan and Cost Plan.
- B- Resource Plan and Change Requests.
- C- Idea and Demand.
- D- Cost Plan and Assessment.

**Answer:**

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A

**Explanation:**

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According to the Create a customer project from a demand document, when creating a project from demand, the resource plan and the cost plan are moved and copied upon project creation. The resource plan defines the resources required for the project, and the cost plan defines the estimated and actual costs for the project. The other options are not correct, as they are not related records that are moved and copied upon project creation. The change requests, the idea, and the demand are not moved or copied to the project, but they are linked to the project as references. The assessment is not a record that is associated with the project, but with the demand.

## Question 4

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**Question Type:** MultipleChoice

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Can an it\_project\_manager convert a task to a milestone?

**Options:**

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- A- No, this can only be done by a system admin.
- B- Yes, if the task is assigned to the project manager.
- C- Yes, by right-clicking on the task in the Planning Console.
- D- No, the PPS admin role is also required.

**Answer:**

---

C

**Explanation:**

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According to the Planning Console document, an it\_project\_manager can convert a task to a milestone by right-clicking on the task in the Planning Console and selecting Convert to Milestone. The other options are not correct, as they are not the ways to convert a task to a milestone. A system admin or a PPS admin role is not required for this action. The task assignment is not relevant for this action.

## Question 5

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**Question Type:** MultipleChoice

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Users with what role can be considered for resource planning?

### Options:

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A- it\_project\_user.

B- it\_user.

C- it\_pps\_user.

D- pps\_resource.

### Answer:

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D

### Explanation:

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According to the ServiceNow Resource Management document, users with the pps\_resource role can be considered for resource planning, as this role grants access to the Resource Management application and allows the users to view and update their resource allocations. The other options are not correct, as they are not roles that are related to resource planning. The it\_project\_user role grants access to the Project Portfolio Management application and allows the users to create and update projects. The it\_user role grants

access to the IT Service Management application and allows the users to manage incidents, problems, and changes. The it\_pps\_user role grants access to the Project Portfolio Suite application and allows the users to manage portfolios, programs, and projects.

## Question 6

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**Question Type:** MultipleChoice

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A project expense line is cost associated with a specific source, except for:

### Options:

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- A- Fixed Assets.
- B- Program.
- C- Resource.
- D- Software.

### Answer:

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B



### **Explanation:**

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According to the Project Expense Lines document, a project expense line is cost associated with a specific source, such as fixed assets, resource, or software. The program field on the project expense line form is not a source of cost, but a reference to the program that the project belongs to. Therefore, the correct answer is B. Program. The other options are not correct, as they are sources of cost for a project expense line.

## **Question 7**

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### **Question Type: MultipleChoice**

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To set up a group for selection in a resource plan, the group record needs to include which role?

### **Options:**

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**A-** it\_project\_user

**B-** pps\_resource

**C-** itil

**D-** resource\_manager

**Answer:**

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B

**Explanation:**

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According to the Assigning Resource Roles document, to set up a group for selection in a resource plan, the group record needs to include the pps\_resource role. This role grants access to the Resource Management application and allows the group members to view and update their resource allocations. The other options are not correct, as they are not required for a group to be selected in a resource plan. The it\_project\_user role grants access to the Project Portfolio Management application and allows the user to create and update projects. The itil role grants access to the ITIL application and allows the user to manage incidents, problems, and changes. The resource\_manager role grants access to the Resource Management application and allows the user to manage resource plans and allocations.

## Question 8

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**Question Type:** MultipleChoice

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If a user creates a new demand from the demand workbench, what state will the system save the record in?

### Options:

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- A- approved
- B- open
- C- draft
- D- qualified

### Answer:

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D

### Explanation:

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According to the Using the Demand Workbench document, if a user creates a new demand from the demand workbench, the system saves the record in the qualified state and displays it on the bubble chart. The other options are not correct, as they are not the default state for a new demand created from the demand workbench. The approved state is the final state for a demand that has passed all the assessments. The open state is the initial state for a demand that is created from the Service Catalog. The draft state is the state for a demand that is created from the Demand form.

## Question 9

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**Question Type:** MultipleChoice

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When copying a source project to a target project, what fields are copied by default?

Choose 3 answers

**Options:**

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**A-** Planned dates.

**B-** Duration fields.

**C-** Number.

**D-** Short description.

**E-** State

**Answer:**

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A, B, D

## Question 10

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**Question Type: MultipleChoice**

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The combination of the user and the assigned portfolio must be unique when adding a user to which registry?

### Options:

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- A- Application Registry.
- B- Event Registry.
- C- UX Page Registry.
- D- Stakeholder Registry.

### Answer:

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D

### Explanation:

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According to the Stakeholder Registry document, the combination of the user and the assigned portfolio must be unique when adding a user to the stakeholder registry. The stakeholder registry is a table that stores information about the stakeholders of a portfolio. The other options are not correct, as they are not registries that require a unique combination of user and portfolio. The application registry is a table that stores information about the applications in the system. The event registry is a table that stores information about the events that trigger notifications. The UX page registry is a table that stores information about the UX pages that are available for portfolios.

## Question 11

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**Question Type: MultipleChoice**

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The RIDAC workflow can be modified by using which recommended feature?

**Options:**

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- A- Workflow Editor
- B- Project Form
- C- Flow Designer
- D- Service Catalog

**Answer:**

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A

**Explanation:**

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According to the RIDAC (Risk, Issue, Decision, Action, and Request Changes) record entries for a project document, the RIDAC workflow can be modified by using the Workflow Editor, which is a graphical tool that allows you to create and edit workflows. The other options are not correct, as they are not recommended features for modifying the RIDAC workflow. The Project Form is used to create and update project records. The Flow Designer is used to automate processes without coding. The Service Catalog is used to order items and services.

## Question 12

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**Question Type:** MultipleChoice

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If Scenario Planning for PPM is installed, a portfolio manager can access the Portfolio Planning Workbench by navigating to which of the following?

Choose 2 answers

### Options:

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- A- Portfolio Planning related link
- B- Portfolio Planning Workbench module
- C- Project module
- D- Program Workbench

### Answer:

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A, B

**Explanation:**

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According to the Scenario Planning for PPM document, a portfolio manager can access the Portfolio Planning Workbench by navigating to either the Portfolio Planning related link on the portfolio form or the Portfolio Planning Workbench module under the Portfolio Planning application menu. The other options are not correct, as they do not lead to the Portfolio Planning Workbench. The Project module is under the Project Portfolio Management application menu and the Program Workbench is under the Program Management application menu.



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