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**Shared by Weber on 06-06-2022**

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## Question 1

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**Question Type:** MultipleChoice

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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?

### Options:

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- A- sn\_apm.apm\_admin
- B- sn\_apm.apm\_user
- C- sn\_apm.apm\_analyst
- D- business\_planner

### Answer:

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A

## Question 2

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**Question Type:** MultipleChoice

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

**Options:**

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

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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What links the application service to the underlying technologies?

**Options:**

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- A- Application Management Model
- B- Inventory Management
- C- Application Service Software Model
- D- Application Category

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

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- A- ITSM Manager

- B- Application Owners
- C- IT Operations
- D- Enterprise Architects

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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What application metrics does APM provide to a manager in order for him or her to make targeted decisions based on data instead of educated guesses? (Choose two.)

**Options:**

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- A- Costs it takes to maintain an application.
- B- One or more use rights assigned to a specific device or user.
- C- Compliance to regulations and organizational standards.

**D-** Application's age.

**Answer:**

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B, C

## Question 6

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**Question Type:** MultipleChoice

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What are the stages of the APM rationalization process?

**Options:**

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**A-** Measure, Evaluate, Decide, Take Action, Baseline

**B-** Identify, Measure, Evaluate, Decide, Take Action

**C-** Identify, Measure, Decide, Take Action, Communicate

**D-** Identify, Measure, Evaluate, Take Action, Certify

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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If a customer asks you how ServiceNow's ServiceMapping application works in order to support APM, how would you explain it?

### Options:

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- A-** Identifies all hardware and software CI's and other dependencies that support that service.
- B-** Drills down to provide application services, vulnerabilities and risks.
- C-** Creates an API to manage seamless application services.
- D-** Provides software entitlements through a top-down approach.

### Answer:

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D

## Question 8

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**Question Type: MultipleChoice**

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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 inventory?

**Options:**

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- A- Discovery
- B- Software Asset Management
- C- APM
- D- ServiceMapping

**Answer:**

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D

## Question 9

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**Question Type: MultipleChoice**

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



**Options:**

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- 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

**Answer:**

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A, C

## Question 10

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**Question Type:** MultipleChoice

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What is the name of the basic plugin for the APM application?

**Options:**

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- A- Application Portfolio Management
- B- Business Planner
- C- Financial Management for APM
- D- Application Portfolio Management - ATF Tests

**Answer:**

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A

## Question 11

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**Question Type:** MultipleChoice

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What are the three segments of the Business Application Costing Model? (Choose three.)

**Options:**

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- A- Business Processes
- B- Manufacturers
- C- Business Applications

**D-** IT Shared Services

**E-** Business Units

**Answer:**

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C, D, E

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