Question 1

Question Type: MultipleChoice

What is a data copy of the current project's task, schedule, or structure that can be used for comparison reporting later?

Options:

A- Accrual

B- Commitment

C- Baseline

D- Forecast

Answer:

C

Explanation:

A baseline is a data copy of the current project's task, schedule, or structure that can be used for comparison reporting later. A baseline captures the original plan of the project and allows you to track the changes and deviations from the plan over time. You can create multiple baselines for a project and compare them with the current state of the project. You can find more information about baselines in

theProduct Documentationfor ServiceNow.

Question 2

Question Type: MultipleChoice

Using the Request type field on a resource plan, which options can be used to request a resource?

Choose 3 answers

Options:

A- Day

B- FTE

C- Person Days

D- Hours

E- Month

Answer:

B, C, D

Explanation:

Using the Request type field on a resource plan, you can request a resource by specifying the amount of FTE, person days, or hours that you need for a task or a project. FTE stands for full-time equivalent and represents the percentage of a standard work week that a resource can perform. Person days are the number of days that a resource works on a task or a project. Hours are the number of hours that a resource works on a task or a project. You can find more information about the Request type field in theProduct Documentationfor ServiceNow.

Question 3

Question Type: **MultipleChoice**

If an it_project_manager does not want to equally distribute hours across the resource plan time frame, what allocation spread should be used?

Options:

A- Even.

B- Any.

C- Back Load.

D- Front Load.

Answer:

B

Explanation:

If an it_project_manager does not want to equally distribute hours across the resource plan time frame, the allocation spread should be set to Any. This option allows the it_project_manager to manually enter the hours for each month or quarter in the resource plan. The other options (Even, Back Load, and Front Load) automatically distribute the hours evenly, from the end, or from the start of the time frame, respectively. You can find more information about the allocation spread in theProduct Documentationfor ServiceNow.

Question 4

Question Type: **MultipleChoice**

A checklist item record provides a name and what other element?

Options:

A- Short description field.

B- Status field.

C- Percent complete field.

D- Complete field.

Answer:

D

Explanation:

A checklist item record provides a name and a complete field. The name field is the label of the checklist item, and the complete field is a checkbox that indicates whether the checklist item is done or not. You can find more information about checklist items in theProduct Documentationfor ServiceNow.

Question 5

Question Type: **MultipleChoice**

What does the project status report allow project managers to do?

Choose 2 answers

Options:

A- View the project Gantt chart

B- View the WBS

C- Show historical trend of project KPI's

D- Print as a PDF attachment

Answer:

C, D

Explanation:

The project status report allows project managers to do the following:

Show historical trend of project KPI's: The project status report displays the key performance indicators (KPIs) of the project, such as schedule variance, cost variance, and earned value. It also shows the historical trend of these KPIs over time, which helps project managers monitor the progress and performance of the project. You can find more information about the project status report KPIs in

theProduct Documentationfor ServiceNow.

Print as a PDF attachment: The project status report can be printed as a PDF attachment and sent to the stakeholders or sponsors of the project. This helps project managers communicate the status and health of the project in a clear and concise format. You can find more information about the project status report PDF attachment in theProduct Documentationfor ServiceNow.

Question 6

What is a resource event?

Options:

A- An external event.

B- A non-scheduled activity impacting capacity.

C- A block of time that a resource spends on a task.

D- An event scheduled by a project manager.

Answer:

B

Explanation:

A resource event is a non-scheduled activity that affects the availability and capacity of a resource or a group of resources. Examples of resource events are vacations, holidays, training, or sick leave. Resource events can be created by resource managers or resources themselves, and they can be viewed in the resource calendar or the resource workbench. You can find more information about resource events in theProduct Documentationfor ServiceNow.

Question 7

Question Type: **MultipleChoice**

The Project management application supports two types of external dependencies. What are they?

Choose 2 answers

Options:

A- Hard Dependency.

B- Task Dependency.

C- Change Dependency.

D- Soft Dependency.

E- Milestone Dependency.

Answer:

A, D

Explanation:

The Project Management application supports two types of external dependencies: hard dependency and soft dependency. A hard dependency is a dependency that must be met before a task can start or finish. A soft dependency is a dependency that is preferred but not mandatory for a task to start or finish. You can find more information about these dependency types in theProduct Documentationfor ServiceNow.

Question 8

Question Type: **MultipleChoice**

Which stage of the Now Create methodology includes Transition, Mobilize, Prepare and Conduct?

Options:

A- Initiate

B- Prepare

C- Close

D- Transition

Answer:

D

Explanation:

The Transition stage of the Now Create methodology includes the activities of Transition, Mobilize, Prepare and Conduct. This stage is focused on transitioning the solution from development to production, mobilizing the stakeholders for the go-live, preparing the environment and data for the launch, and conducting the final testing and validation. You can find more information about the Transition stage in theNow Create ebookor theProject Methodology websitefor ServiceNow.

Question 9

What is the demand workbench used for?

Choose 2 answers

Options:

A- Approving demands

B- Comparing demands with portfolios

C- Approving ideas

D- Comparing and prioritizing demands against other demands

Answer:

B, D

Explanation:

The demand workbench is a feature of ServiceNow Demand Management that allows you to view and assess business demands in a single place. You can use the demand workbench to compare demands with portfolios and see how they align with your strategic goals and objectives. You can also use the demand workbench to compare and prioritize demands against other demands based on their scores, risks, and benefits. You can find more information about the demand workbench in theProduct Documentationfor ServiceNow.

Question 10

Which role should be assigned to a user so they can read and retrieve data from any table of the Release Management application to generate reports?

Options:

A- Business stakeholder

B- Project manager

C- Release user

D- Release admin

Answer:

A

Explanation:

According to theProduct Documentationfor ServiceNow, the business stakeholder role (rm_business_stakeholder) can read and retrieve data from any table of the Release Management application to generate reports. This role can also view the release dashboard, release calendar, and release roadmap. The other roles have different levels of access and permissions for the Release Management application. You can find more information about the roles and responsibilities for Release Management in theProduct Documentationfor ServiceNow.

Question 11

Question Type: **MultipleChoice**

Which related lists should primarily be used to capture financial data in a project?

Choose 2 answers

Options:

A- Programs

B- Cost Plans

C- Risks

D- Monetary Benefit Plans

Answer:

B, D

Explanation:

Cost Plans and Monetary Benefit Plans are the related lists that should primarily be used to capture financial data in a project. Cost Plans allow you to define the expected costs of a project over time, based on the planned and actual work, resources, and expenses. Monetary Benefit Plans allow you to define the expected financial benefits of a project over time, based on the estimated and realized value, revenue, and savings. You can find more information about these related lists in theProduct Documentationfor ServiceNow.

Question 12

Question Type: **MultipleChoice**

Is resource capacity derived from FTE or schedules?

Options:

A- Only Schedules.

B- Both.

C- Neither.

D- Only FTE.

Answer:

A

Explanation:

Resource capacity is the total number of hours that a resource or a group of resources is available for work in a given time period. According to the Product Documentation for ServiceNow, resource capacity is derived from the user or group schedule, which defines the working hours and days for each resource. The group capacity is rolled up from the schedules of all the members. Note: Capacity is not derived from FTE, but from schedules. Both FTE and schedules must be in synchronization with each other. FTE is a measure of how much work a resource can perform in a standard work week, and it is used to calculate the resource demand and allocation.