



ServiceNow CIS-SPM Practice Questions

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Question 1

Question Type: MultipleChoice

What role can configure the default columns in the project planning console?

Choose 2 answers

Options:

- A- it_pps_admin
- B- it_project_manager
- C- it_console_admin
- D- admin

Answer:

A, D

Explanation:

According to the ServiceNow support article¹, the `it_pps_admin` role can configure the default columns in the project planning console by modifying the `pm_project_planning_console` list view. The `admin` role can also do this, as well as any other configuration on the platform².

1: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB07145652:
2: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/concept/c_Roles.html

Question 2

Question Type: MultipleChoice

Where do you define 'Roles' requested via resource plans?

Options:

- A- No need to define it differently, they are same as system roles.
- B- Roles under system security.
- C- Under skill management modules.

D- Resource roles under resource management.

Answer:

D

Explanation:

According to the Assigning Resource Roles document, you define 'Roles' requested via resource plans under resource roles in the Resource Management application. Resource roles are the roles that users can request or allocate for resource plans. The other options are not correct, as they are not the places where you define 'Roles' requested via resource plans. The system roles are the roles that grant access to various applications and modules in the system. The roles under system security are the roles that control the security settings and permissions for the system. The skill management modules are the modules that manage the skills and skill levels of users and groups.

Question 3

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 the Product Documentation for ServiceNow.

Question 4

Question Type: MultipleChoice

What plugin must be installed to use Capacity Planning in a portfolio?

Options:

- A- Collaborative Work Management
- B- Portfolio Planning
- C- Skills Management
- D- Time Card Management

Answer:

B

Question 5

Question Type: MultipleChoice

How can cost plans be generated from resource assignments?

Choose 2 answers

Options:

- A- Select the 'Generate labor costs' button on Project Workspace
- B- Update the appropriate Resource Management property
- C- Run a scheduled job to automatically generate labor costs from resource assignments
- D- Select the 'Generate cost' button in Resource Management Workspace

Answer:

A, C

Question 6

Question Type: MultipleChoice

Which field must be populated to request a person with a specific role when creating a resource assignment?

Options:

- A- Skill
- B- Group
- C- Resource
- D- Role

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Answer:

D

Question 7

Question Type: MultipleChoice

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

Options:

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

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Answer:

A

Explanation:

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 8

Question Type: MultipleChoice

Can an it_project_manager convert a task to a milestone?

Options:

- 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:

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 9

Question Type: MultipleChoice

If a lens has four entities, which entity within the lens structure would not have a parent reference?

Options:

- A- Top-level entity
- B- Second-level entity
- C- Third-level entity
- D- Bottom entity

Answer:

A

Explanation:

According to the ServiceNow documentation¹, a lens is a hierarchical structure that consists of entities and relationships. An entity is a data object that represents a business concept, such as a project, a demand, or a resource. A relationship is a link between two entities that defines how they are connected. A lens can have up to four levels of entities, each with a parent reference to the entity above it, except for the top-level entity, which has no parent reference. The top-level entity is the root of the lens and defines its scope and type. For example, a project lens has a project as the top-level entity, and a demand lens has a demand as the top-level entity.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/it-business-management/concept/c_Lens.html

Question 10

Question Type: MultipleChoice

On the demand form, what does the Discount Rate impact?

Options:

- A- ROI.
- B- Net Present Value (NPV).
- C- Financial Benefit.
- D- Internal Rate of Return %.

Answer:

B

Explanation:

According to the ServiceNow documentation¹, the discount rate on the demand form impacts the net present value (NPV) of the demand. The NPV is the difference between the present value of the benefits and the present value of the costs of the demand. The discount rate is the rate used to discount future cash flows to their present value. A higher discount rate means that future cash flows are worth less in the present, and vice versa. The other options are incorrect because:

A . ROI: The ROI (return on investment) is the ratio of the net value to the estimated cost of the demand. The discount rate does not affect the ROI, as both the net value and the estimated cost are based on the present value of the cash flows².

C . Financial Benefit: The financial benefit is the sum of the present value of the benefits of the demand. The discount rate does not affect the financial benefit directly, but only indirectly through the NPV calculation³.

D . Internal Rate of Return %: The internal rate of return % (IRR) is the discount rate that makes the NPV of the demand equal to zero. The discount rate does not affect the IRR, but rather the IRR is derived from the NPV equation⁴.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/reference/r_DemandTable.html²:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandRate.html³:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_FinancialBenefit.html⁴:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_InternalRateOfReturn.html

Question 11

Question Type: MultipleChoice

Which personas can request an attribute-based resource assignment?

Choose 2 answers

Options:

A- Demand manager

B- Project manager

C- Idea manager

D- Business stakeholder

Answer:

A, B



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