100% Money Back Guarantee

Vendor: ServiceNow

Exam Code: CIS-SPM

Exam Name: Certified Implementation Specialist - Strategic Portfolio Management

Version: Demo

QUESTION 1

Is resource capacity derived from FTE or schedules?

A. Only Schedules.

B. Both.

C. Neither.

D. Only FTE.

Correct Answer: A

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.

QUESTION 2

Users with what role can be considered for resource planning?

A. it_project_user.

B. it_user.

C. it_pps_user.

D. pps_resource.

Correct Answer: D

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 3

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

A. Resource Plan and Cost Plan.

B. Resource Plan and Change Requests.

C. Idea and Demand.

D. Cost Plan and Assessment.

Correct Answer: A

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

Can an it_project_manager convert a task to a milestone?

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.

Correct Answer: C

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

Idea [im_idea_core] is directly extended from which table?

A. It is not extended from any table

B. Task

C. Idea Modules

D. Project

Correct Answer: A

According to the ServiceNow documentation1, the Idea [im_idea_core] table is a base table that is not extended from any other table. It stores information about ideas and their categories. The other options are incorrect because:

Task: The Task table is a base table that is extended by many other tables, such as Project, Demand, Incident, etc.

Idea Modules: The Idea Modules table is a child table of the Idea [im_idea_core] table that defines the idea modules displayed on the Idea Portal.

Project: The Project table is a child table of the Task table that stores information about projects.

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/reference/r_IdeaTable.html https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/table-administration/concept/c_TableHierarchy.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/reference/r_IdeaModulesTable.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html

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QUESTION 6

Which artifacts can be linked to either a program, a portfolio, both, or neither?

Choose 2 answers

A. Operational plans

B. Demands

C. Test cases

D. Stories

E. Projects

Correct Answer: BE

QUESTION 7

As a demand manager, you can view an artifact from a demand. What artifacts are part of a demand?

A. Stories, Vulnerability Tasks, Enhancements.

B. Incidents, Problems, Change.

C. Decision, Risk, Requirements.

D. Project, Defect, Requests.

Correct Answer: C

According to the ServiceNow documentation1, a demand manager can view and edit the following artifacts from a demand:

Decision: A decision that affects the demand or its outcome2.

Risk: A risk that could impact the demand or its outcome3.

Requirement: A requirement that defines the scope or functionality of the demand4.

The other options are not artifacts of a demand, but rather related entities that can be created from a demand or linked to a demand.

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

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateADecision.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateARisk.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateARequirement.html

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QUESTION 8

What is the first step in the process when configuring Portfolio Planning to work with ServiceNow?Project Portfolio Management?

A. Create an alignment integration.

B. Create custom mapping configurations.

C. Generate default mapping configurations.

D. Create personalized portfolio plans.

Correct Answer: C

According to the Portfolio Planning document, the first step in the process when configuring Portfolio Planning to work with ServiceNow Project Portfolio Management is to generate default mapping configurations. This step creates the default mappings between the Portfolio Planning fields and the ServiceNow Project Portfolio Management fields. The other options are not correct, as they are not the first step in the process. Creating an alignment integration is the second step, creating custom mapping configurations is the third step, and creating personalized portfolio plans is the fourth step.

QUESTION 9

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

Choose 2 answers

A. View the project Gantt chart

B. View the WBS

C. Show historical trend of project KPI\\'s

D. Print as a PDF attachment

Correct Answer: CD

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 the Product Documentation for 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 the Product Documentation for ServiceNow.

QUESTION 10

In which table can you find cost information for a specific fiscal period?

A. cost_plan_breakdown

B. pm_project

C. cost_plan

D. expense_line

Correct Answer: A

According to the ServiceNow documentation, the cost_plan_breakdown table stores the cost information for a specific fiscal period. This table contains the fields such as cost plan, fiscal period, amount, and currency. The other options are incorrect because:

B. pm_project: The pm_project table stores the information about projects, such as name, description, state, and status.

C. cost_plan: The cost_plan table stores the information about cost plans, such as name, type, and project.

D. expense_line: The expense_line table stores the information about expense lines, such as expense type, amount, and date.

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanBreakdownTable.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanTable.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ExpenseLineTable.html

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QUESTION 11

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

A. Workflow Editor

B. Project Form

C. Flow Designer

D. Service Catalog

Correct Answer: A

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

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first:

A. Configure the Project form

B. Create custom fields in your ServiceNow instance

C. Export the project to XML format

D. Import your project

Correct Answer: B

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first create custom fields in your ServiceNow instance that match the names and data types of the custom fields in Microsoft Project. This will allow you to map the custom fields using a transform map when importing the project. You can find more information about this process in the Product Documentation for ServiceNow.