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CIS-PPM

Certified Implementation Specialist - Project Portfolio Management



Version 1.0

Exam A

QUESTION 1

Which of the following checks to see if the assessable record exists for the demand and creates an assessable record if none exists?

- A. Validate Assessment Metrics for Demand
- B. Auto Business Rule for Assessments
- C. Update Demand State
- D. Create OnDemand Assessment

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2 Projects and which other artifact can be linked to either a program, a portfolio, both, or neither.

- A. Demands
- B. Test Cases
- C. Resources
- D. Stories

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3

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

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

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 When creating a resource plan within a demand, how are the default dates on a resource plan determined?

- A. From demand start date and due date
- B. Resource plan(s) cannot be created from demand
- C. Using demand created date
- D. From portfolio date

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5 A customer requires five (5) teamspace to support different departments. What should you do?

- A. Enable the teamspace property.
- B. Contact the Account Representative to activate the teamspace.
- C. Activate via each teamspace plugin.
- D. Use UI Policies and Business Rules to enable teamspace.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6 When setting-up a program, planned ROI% is calculated based on:
(Choose two.)

- A. Values in the NPV field.
- B. Values in the Planned cost field.
- C. Values in the Planned return field.
- D. Values in the Budgeted cost field.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:



QUESTION 7

Which plugin provides a layer of artificial intelligence that empowers features and capabilities across applications to provide better work experiences?

- A. Strategic Spend Tracking for PPM [sn_ppm_sst]
- B. Scenario Planning for PPM [sn_pw_scenario]
- C. Predictive Intelligence for PPM [com.snc.ppm_ml]
- D. PPM Standard [com.snc.financial_planning_pmo]

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8 To use the Time Sheet dashboard, what plugin must be installed?

- A. Common ITSM Service Portal Application Components (com.snc.app_common.service_portal)
- B. Employee Service Center (com.sn_hr_service_portal)
- C. Knowledge Management – Service Portal (com.snc.knowledge_serviceportal)
- D. Performance Analytics – Content Pack – PPM Standard plugin (com.snc.pa.pmo_dashboards)

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9 Where do you define 'Roles' requested via resource plans?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10 Plugins may be added to the base platform in one of the following ways: (Choose three.)

- A. Activated by an admin (not by default).
- B. Activated by an it_portfolio_manager.
- C. Requested from ServiceNow.
- D. Activated by default in the base ServiceNow system.
- E. Activated by an it_pps_admin.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11 What does the project status report allow project managers to do? (Choose two.)

- 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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12 How does a project manager request a change to a resource plan in the requested state?

- A. Use notes on resource plan.
- B. Email resource user.
- C. Request change on resource plan
- D. Email resource manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 In which table can you find cost information for a specific fiscal period?

- A. cost_plan
- B. expense_line
- C. cost_plan_breakdown
- D. pm_project

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14 What is the default schedule for a project?

- A. 8-hour workday (from 8 to 12 and 1 to 5).
- B. 8-hour workday (from 9 to 12 and 1 to 6).
- C. 9-hour workday (from 8 to 12 and from 1 to 5).
- D. 8-hour workday (from 9 to 5).

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15 The PPM Standard plugin enables an it_project_manager to perform the following activities:
(Choose three.)

- A. Determine overall project cost requirements
- B. Configure cost type definition
- C. Define target for the portfolio
- D. Establish resource requirements and track costs.
- E. Track actual amount spent compared to an approved budget.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16 When a time card is approved, the actual time is stored in which two tables? (Choose two.)

- A. Project Time table
- B. Resource Allocation Daily table



- C. Resource Event table
- D. Resource Aggregate tables (Daily, Weekly, and Monthly)

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 Which of the following roles can access the project administration application?

- A. it_project_user.
- B. it_pps_admin.
- C. it_project_manager.
- D. timecard_admin.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 The Project Portfolio Management application supports domain separation at this level:

- A. Level 3 – Tenant self-managed configuration
- B. Level 1 – Tenant data management
- C. Level 2 – Tenant process management
- D. Data only



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19 The hourly rate is derived from the resource rate on the resource plan, if this option is selected.

- A. Rate override
- B. Labor rate card
- C. Rate model
- D. Planned cost

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20 Which role can configure the parameters of the demand workbench that is provided with the base system?

- A. All roles.

- B. it_project_manager
- C. it_pps_admin.
- D. business_stakeholder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21 Depending on the execution type selected for a particular project, one of these dashboards will also be available:

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 In order to submit an idea, what application would a user access?

- A. Demand
- B. Project
- C. Idea Portal
- D. Change

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 Which 'Member Preference' automatically finds the most available resource(s) from the group and allocates to a plan using the allocation action?

- A. All members.
- B. Specific member.
- C. Any member and specific member.
- D. Any member.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24 An it_pps_admin user is able to update: (Choose two.)



- A. Budget Periods.
- B. Client Scripts.
- C. Business Rules.
- D. Portfolio Targets.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25 What role can configure an idea module, map idea categories to the idea module, and add navigation for the Idea Portal?

- A. Idea admin [idea_admin]
- B. Project manager [it_project_manager]
- C. Idea manager [idea_manager]
- D. Demand manager [it_demand_manager]

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 Which roles can view reports on resource utilization and availability? (Choose two.)

- A. it_project_portfolio_user
- B. pps_resource
- C. resource_manager
- D. resource_user

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27 What role can create or modify a rate model?

- A. it_pps_admin.
- B. time_card_admin.
- C. push_admin.
- D. release_admin.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28 To set up a group for selection in a resource plan, the group record needs to include which role?

- A. resource_manager
- B. itil
- C. it_project_user
- D. pps_resource

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29 When can a user choose from multiple rate types for their work, while logging a time card?

- A. Only if the capability is enabled in the Project Preferences
- B. Only if this capability is enabled in the Project Record
- C. Only one (1) rate type can apply
- D. Only if the capability is enabled in the Time Sheet Policies

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 30 What is the difference between confirm and allocate actions?

- A. They function the same way.
- B. Confirm action creates hard allocation and allocate action creates soft allocation.
- C. Confirm action creates soft allocation and allocate action creates hard allocation.
- D. Allocate action is always followed by confirm action.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 If a user creates a new demand from the demand workbench, what state will the system save the record in?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

In order for a business unit to have its own Idea Portal to retrieve data, what must be configured first?

- A. A business unit cannot have its own its own Idea Portal
- B. Idea Portal URL
- C. Idea categories
- D. Idea module

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 What needs to be configured if a customer wants to change the attributes copied when using copy project or copy partial project?

- A. The copy project client script.
- B. com.snc.project.copy.
- C. com.snc.project.copy.additional_attributes.
- D. The copy project UI action

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34 When entering time worked into a time sheet, which feature is recommended to group different types of work (e.g., standard hours and overtime)?

- A. Rate type
- B. Bill rate
- C. Category
- D. Rate model

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 What system role is needed to manage programs?

- A. it_project_manager
- B. it_portfolio_manager_admin
- C. it_program_manager
- D. it_program_manager_admin

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Who can submit Ideas?

- A. Any user.
- B. Any IT user.
- C. Any demand user.
- D. Any ITIL user.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 Where can a user export project data in either a MPP, XML or CSV format?

- A. Demand Form
- B. Related lists
- C. Project Workbench
- D. Planning Console

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 Which of the following are true regarding how the My Project Space (Project Workspace) handles dynamic content? (Choose two.)

- A. If the project state is On Hold, actual start date and actual end date are displayed.
- B. If the project state is Pending or Open, planned start date and planned end date are displayed.
- C. If the project state is Draft, actual start date and actual end date are displayed.
- D. If the project state is Work in Progress, actual start date and planned end date are displayed.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 Which of the following states appear in the process flow indicator at the top of the Demand form by default? (Choose three.)

- A. Draft
- B. Approved
- C. Updated
- D. Screening
- E. Deferred

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40 Where are CAPEX and OPEX targets set for each fiscal year?

- A. Demand Workbench
- B. Cost Plans
- C. Portfolio Target
- D. Program Workbench

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41 Which plugin activates the ideas module to gather and evaluate ideas efficiently, and quickly identify ideas for implementation?

- A. Resource Management
- B. Test Management 2.0
- C. Ideation with PPM
- D. Agile Development 2.0

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 In what way would you restrict the assigned to field on a project task to only allow users with resource allocations to be assigned?

- A. Create an Access Control List (ACL) rule.
- B. On the project record under the preferences tab select the “Derive assignee list from resource plan” preference.
- C. The system automatically does this and can only be disabled by an admin.
- D. Create a reference qualifier on the ‘assigned to’ field.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 At a minimum, which role is required to view the summary of a project in the Details tab of Project Workspace?

- A. it_project_manager
- B. itil
- C. it_project_user
- D. it_portfolio_manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44 What is the demand workbench used for? (Choose two.)

- A. Displaying submitted demands to stakeholders.
- B. Comparing demands with portfolios.
- C. Comparing and prioritizing demands against other demands.
- D. Approving demands.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45 What applications are shared across teamspaces?

- A. Project Financials, Agile, Test.
- B. Resource, Project Financials, AgileC. Resource, Agile, Test
- D. Agile, Test only.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 A project expense line is a cost associated with a specific source. Examples of specific sources could include: (Choose three.)

- A. User.
- B. Configuration Item (CI).
- C. Project.
- D. Demand.
- E. Fixed Asset.

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47 Which roles can modify agile properties? (Choose two.)

- A. it_pps_admin.
- B. product_owner.
- C. admin.
- D. scrum_master.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 In the base system, what is the default number of cards that can be displayed in the project workspace?

- A. 200
- B. 10
- C. 1500
- D. 1

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49 Demand managers can enhance a demand request by adding the following:
(Choose three.)

- A. Requirements
- B. Change Requests
- C. Problems
- D. Decisions
- E. Stakeholders

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 50 This should be updated by an it_pps_admin, so that the stakeholder list will automatically populate when a user creates a demand or project.

- A. Project form.
- B. Stakeholder registry.
- C. Demand form.
- D. Application registry.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51 What happens to the expense line after it is processed?

- A. The actual cost is recorded at the portfolio level.
- B. Nothing significant results.
- C. The cost plan closes.
- D. The actual amount incurred becomes part of the cost plan.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

A pps_admin role can configure the parameters that are displayed on a project card. The parameters displayed on a project card are derived from the records in what table?

- A. CMDB Health Scorecard [cmdb_health_scorecard_group].
- B. PM Home Page Card [pm_home_page_card].
- C. Project Time Card Exception [project_time_category].
- D. Theme [scrum_theme].

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53 What creates calendar entries on a users individual calendar? (Choose two.)

- A. Approved resource plan.
- B. Allocated resource plan.
- C. Confirmed resource plan.
- D. Planned resource plan.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:



QUESTION 54 If the Agile Development 2.0 plugin is activated, an idea can be converted into which of the following task types? (Choose three.)

- A. Story
- B. SAFe epic
- C. Epic
- D. SAFe feature
- E. Project

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55 The RIDAC workflow can be modified by using which feature?

- A. Project Form
- B. Service Catalog
- C. Idea Portal
- D. Flow Designer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 An it_project_manager can request resources by which of the following: (Choose two.)

- A. Hours.
- B. Person Days.
- C. Month.
- D. Day.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57 Which of these tools allow you pinpoint over-allocated resources by viewing their negative availability values? (Choose two.)

- A. Project Workbench
- B. Resource Plan Logs
- C. Resource Allocation Workbench
- D. Resource Reports

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58 How is a resource group's capacity derived for resource planning?

- A. Aggregate capacity of all its members.
- B. Stored in Resource_Aggregate_Daily table.
- C. Stored with Group Record.
- D. Stored in Resource_Allocation_Daily table.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59 The information displayed on Project Workspace is setup in which table?

- A. vtb_card
- B. pm_project
- C. pm_home_page_card
- D. vtb_card_history

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 Which capability allows users to view variances in a project's schedule?

- A. Move project
- B. Project Status Report
- C. Compare scheduled baselines
- D. Machine-learning algorithms

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference: