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Exam Code: CIS-SPM

Exam Name: Certified Implementation Specialist - Strategic Portfolio Management

Exam A

QUESTION 1
The combination of the user and the assigned portfolio must be unique when adding a user to which registry?

A. Application Registry.
B. Event Registry.
C. UX Page Registry.
D. Stakeholder Registry.

Correct Answer: D
Section:
Explanation:
According to theStakeholder Registrydocument, the combination of the user and the assigned portfolio must be unique when adding a user to the stakeholder registry. The stakeholder registry is a table that stores information about the stakeholders of a portfolio. The other options are not correct, as they are not registries that require a unique combination of user and portfolio. The application registry is a table that stores information about the applications in the system. The event registry is a table that stores information about the events that trigger notifications. The UX page registry is a table that stores information about the UX pages that are available for portfolios.

QUESTION 2
When copying a source project to a target project, what fields are copied by default?
Choose 3 answers

A. Planned dates.
B. Duration fields.
C. Number.
D. Short description.
E. State

Correct Answer: A, B, D
Section:

QUESTION 3
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:
Explanation:
According to theUsing the Demand Workbenchdocument, if a user creates a new demand from the demand workbench, the system saves the record in the qualified state and displays it on the bubble chart. The other options are not correct, as they are not the default state for a new demand created from the demand workbench. The approved state is the final state for a demand that has passed all the assessments. The open state is the initial state for a demand that is created from the Service Catalog. The draft state is the state for a demand that is created from the Demand form.

QUESTION 4
What minimum role is required to assign a time sheet policy to a user?

A. ppm_admin.
B. timecard_admin.
C. it_project_manager.
D. It is not possible to assign a time sheet policy to a user.

Correct Answer: B
Section:
Explanation:
It is not possible to assign a time sheet policy to a user: This is false, as it is possible to assign a time sheet policy to a user by using the Time Sheet Policy field on the User form4. 1:32: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Roles.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectManagement.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/time-card-management/reference/r_TimeCardManagementRoles.html
According to the web search results1, the timecard_admin role is the minimum role that is required to assign a time sheet policy to a user. A time sheet policy is a rule that controls the creation and operation of time sheets for resources who log time against work items. The timecard_admin role can create and modify time sheet policies, time sheet groups, and time sheet periods, as well as approve time sheets or submit time cards on behalf of team members. The other options are incorrect because:
A)ppm_admin: The ppm_admin role is a higher-level role that can access all Project and Portfolio Management modules and features, but it is not the minimum role required for assigning a time sheet policy to a user2.
C)it_project_manager: The it_project_manager role can create and manage projects, but not assign time sheet policies to users3.

QUESTION 5
On the demand form, what does the Discount Rate impact?

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

Correct Answer: B
Section:
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 6
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
Section:
Explanation:
According to the ServiceNow documentation1, 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 status2.
C)cost_plan: The cost_plan table stores the information about cost plans, such as name, type, and project3.
D)expense_line: The expense_line table stores the information about expense lines, such as expense type, amount, and date4.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanBreakdownTable.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanTable.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ExpenseLineTable.html

QUESTION 7
Use this table to configure the parameters displayed on a project card on the My Projects Space page of the Project Workspace.

A. pm_project
B. pm_toplevel_project
C. pm_home_page_config
D. project_template_config

Correct Answer: C
Section:
Explanation:
According to the ServiceNow documentation1, the pm_home_page_config table is used to configure the parameters displayed on a project card on the My Projects Space page of the Project Workspace. The other tables are used for different purposes:
pm_project: Stores information about projects2.
pm_toplevel_project: Stores information about top-level projects3.
project_template_config: Stores information about project templates.

QUESTION 8
The Business Unit field on a Project or Demand form displays values from a specific table. What type of field is this?

A. Journal.
B. Reference.
C. Conditions.
D. List.

Correct Answer: B
Section:
Explanation:
According to the ServiceNow documentation1, the Business Unit field on a Project or Demand form is a reference field that displays values from thecmn_departmenttable.A reference field stores a link to a record on another table, rather than storing the data directly in the field2.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html2: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_ReferenceFields.html

QUESTION 9
What role can configure the default columns in the project planning console?
Choose 2 answers

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

Correct Answer: A, D
Section:
Explanation:
According to the ServiceNow support article1, theit_pps_adminrole can configure the default columns in the project planning console by modifying thepm_project_planning_consolelist view.Theadminrole 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: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/concept/c_Roles.html

QUESTION 10
If a project manager is responsible for approving time sheets or submitting time cards on behalf of team members, they should be given what role?

A. activity_admin.
B. timecard_admin.
C. form_admin.
D. approval_admin.

Correct Answer: B
Section:
Explanation:
According to the ServiceNow documentation1, the timecard_admin role can approve time sheets or submit time cards on behalf of team members. This role also has the ability to create and modify time sheet policies, time sheet groups, and time sheet periods. The other options are incorrect because:
A)activity_admin: The activity_admin role can create and modify activities, activity sets, and activity plans2.
C)form_admin: The form_admin role can create and modify forms, form sections, and form layouts3.
D)approval_admin: The approval_admin role can create and modify approval rules, approval groups, and approval stages4.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/time-card-management/reference/r_TimeCardManagementRoles.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ActivityManagementRoles.html3: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_FormAdministration.html4: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/approvals/concept/c_Approvals.html

QUESTION 11
How many WBS levels can be shown on the planning console?

A. One.
B. Two.
C. Three.
D. No Limit.

Correct Answer: D
Section:
Explanation:
According to the ServiceNow documentation1, the planning console can show as many WBS levels as desired, starting from the level 1 to the lowest system components. The WBS levels can be expanded or collapsed by

clicking the plus or minus icons next to the task names. The planning console also allows users to create, edit, and delete tasks, as well as add dependencies, assign resources, and track progress.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_PlanningConsole.html

QUESTION 12
Which property controls the changes in cost and resource plans with respect to the change in the start date of a demand or project?

A. 'Change Resource Plan, Cost Plan and Benefit Plan Start Date with Demand or Project Start Date Change'.
B. 'Enable altering of planned date for task in WIP/Closed'.
C. 'Rollup project start date from tasks'.
D. 'Calculate ROI percentage based on a project's estimated cost and its net value'.

Correct Answer: A
Section:
Explanation:
According to the ServiceNow documentation1, this property controls whether the start dates of the resource plan, cost plan, and benefit plan are automatically updated when the start date of the demand or project is changed. If this property is set to true, then the plans will be shifted by the same number of days as the demand or project start date change. If this property is set to false, then the plans will not be affected by the demand or project start date change.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Properties.html

QUESTION 13
Where is planned cost calculated from when requesting resources from a group and when resource role is specified?

A. The distribution costs
B. The task rate cards.
C. The hourly rate of the specified role.
D. The CI rate cards.

Correct Answer: C
Section:
Explanation:
According to the ServiceNow documentation1, when requesting resources from a group and when resource role is specified, the planned cost is calculated from the hourly rate of the specified role. The system uses the rate card associated with the resource plan to determine the hourly rate for each role. The other options are incorrect because:
A)The distribution costs: The distribution costs are the costs that are distributed across the project tasks based on the resource plan allocation2.
B)The task rate cards: The task rate cards are the rate cards that are applied to the project tasks, not the resource plan3.
D)The CI rate cards: The CI rate cards are the rate cards that are applied to the configuration items, not the resource plan4.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/concept/c_ResourcePlans.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/concept/c_DistributionCosts.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/concept/c_TaskRateCards.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/concept/c_CIRateCards.html

QUESTION 14
If a sub-project and parent project have different project currencies, this property should be set to true for cost roll-ups.

A. com.snc.project.calculate_roi
B. com.snc.project.rollup_project_start_date
C. com.snc.project.copy.additional_attributes
D. com.snc.project.multicurrency.rollup_if_different

Correct Answer: D

Section:
Explanation:
According to the ServiceNow documentation1, this property controls whether the cost roll-ups are performed when a sub-project and parent project have different project currencies. If this property is set to true, then the system converts the sub-project currency to the parent project currency using the exchange rate table and performs the cost roll-ups. If this property is set to false, then the system does not perform the cost roll-ups for sub-projects with different currencies.
1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Properties.html

QUESTION 15
Is resource capacity derived from FTE or schedules?

A. Only Schedules.
B. Both.
C. Neither.
D. Only FTE.

Correct Answer: A
Section:
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 theProduct Documentationfor 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 16
Which related lists should primarily be used to capture financial data in a project?
Choose 2 answers

A. Programs
B. Cost Plans
C. Risks
D. Monetary Benefit Plans

Correct Answer: B, D
Section:
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 17
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?

A. Business stakeholder
B. Project manager
C. Release user
D. Release admin

Correct Answer: A
Section:

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 18
What is the demand workbench used for?
Choose 2 answers

A. Approving demands
B. Comparing demands with portfolios
C. Approving ideas
D. Comparing and prioritizing demands against other demands

Correct Answer: B, D
Section:
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 19
Which stage of the Now Create methodology includes Transition, Mobilize, Prepare and Conduct?

A. Initiate
B. Prepare
C. Close
D. Transition

Correct Answer: D
Section:
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 20
The Project management application supports two types of external dependencies. What are they?
Choose 2 answers

A. Hard Dependency.
B. Task Dependency.
C. Change Dependency.
D. Soft Dependency.
E. Milestone Dependency.

Correct Answer: A, D
Section:

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 21
What is a resource event?

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.

Correct Answer: B
Section:
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 22
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: C, D
Section:
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 23
A checklist item record provides a name and what other element?

A. Short description field.
B. Status field.
C. Percent complete field.
D. Complete field.

Correct Answer: D
Section:
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 24
If an it_project_manager does not want to equally distribute hours across the resource plan time frame, what allocation spread should be used?

A. Even.
B. Any.
C. Back Load.
D. Front Load.

Correct Answer: B
Section:
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 25
Using the Request type field on a resource plan, which options can be used to request a resource?
Choose 3 answers

A. Day
B. FTE
C. Person Days
D. Hours
E. Month

Correct Answer: B, C, D
Section:
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 26
What is a data copy of the current project's task, schedule, or structure that can be used for comparison reporting later?

A. Accrual
B. Commitment
C. Baseline
D. Forecast

Correct Answer: C
Section:
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 27
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: B, E
Section:

QUESTION 28
Which role can configure the parameters of the demand workbench that is provided with the base system?

A. All roles.
B. business_stakeholder.
C. it_project_manager.
D. it_pps_admin.

Correct Answer: D
Section:
Explanation:
According to theDemand Workbenchdocument, the role that can configure the parameters of the demand workbench that is provided with the base system is it_pps_admin. This role grants access to the Project Portfolio Suite application and allows the user to configure the demand workbench settings, such as the axes, the quadrants, the bubble size, and the color. The other options are not correct, as they are not roles that can configure the parameters of the demand workbench. The all roles option is too broad and does not specify a particular role. The business_stakeholder role grants access to the Business Stakeholder Portal and allows the user to view and submit demands. The it_project_manager role grants access to the Project Portfolio Management application and allows the user to create and update projects.

QUESTION 29
Where do you define 'Roles' requested via resource plans?

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.

Correct Answer: D
Section:
Explanation:
According to theAssigning Resource Rolesdocument, 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.