"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

Question: 1

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

Answer: C

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: 2

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.

Answer: B

Explanation:

According to the ServiceNow documentation1, the Business Unit field on a Project or Demand form is a reference field that displays values from the cmn_department table. 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.html 2: https://docs.servicenow.com/bundle/vancouver- platform-administration/page/administer/form-administration/concept/c_ReferenceFields.html

Question: 3

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

Answer: AD

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=KB0714565 2: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users- and-groups/concept/c_Roles.html

Question: 4

Which demand category would a demand manager select, if they need to create an enhancement?

A. Defect

B. Change

C. Operational

D. Strategic

Answer: C

Explanation:

Question: 5

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.

Answer: C

Explanation:

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.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandManagement.html 2:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateADecision.html 3: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/demand-management/task/t_CreateARisk.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateARequirement.html

Question: 6

A user's availability is calculated as:

A. Allocated time

B. Capacity minus allocation

C. Sum of allocated and confirmed hours, divided by the total capacity

D. Allocated hours divided by the total capacity

Answer: D

Explanation:

According to the ServiceNow documentation1, a user's availability is calculated as the ratio of allocated hours to total capacity, expressed as a percentage. Allocated hours are the hours that a user is assigned to work on a project or demand. Total capacity is the maximum number of hours that a user can work in a given period, based on their schedule and availability profile. A user's availability indicates how much of their time is already allocated and how much is still available for new assignments.

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

Question: 7

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

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 toplevel 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: 8

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

Answer: A

Explanation:

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, etc2.

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 Portal3.

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

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/reference/r_IdeaTable.html 2: https://docs.servicenow.com/bundle/vancouver- platform-administration/page/administer/table-administration/concept/c_TableHierarchy.html 3: 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

Question: 9

Which statement defines the Project Workspace?

A. A central location to view of all projects in a portfolio to prioritize work

B. A central location for creating and managing projects

C. A central location transform the navigation of lists and forms into an interactive graphical experience

D. A central location for viewing and assessing business demands

Answer: B

Explanation:

According to the ServiceNow documentation1, the Project Workspace is a central location for creating and managing projects. It provides a graphical interface that allows users to view and edit project information, such as tasks, resources, risks, issues, and dependencies. The Project Workspace also enables users to collaborate with team members and stakeholders, track project progress, and generate reports.

The other options are incorrect because:

A . A central location to view of all projects in a portfolio to prioritize work: This describes the Portfolio Workbench, not the Project Workspace2.

C . A central location transform the navigation of lists and forms into an interactive graphical experience: This describes the Lens, not the Project Workspace3.

D . A central location for viewing and assessing business demands: This describes the Demand Workbench, not the Project Workspace.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectWorkspace.html 2: https://docs.servicenow.com/bundle/vancouver- it-business-management/page/product/project-portfolio-management/concept/c_PortfolioWorkbench.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/it- business-management/concept/c_Lens.html : https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/demand-management/concept/c_DemandWorkbench.html

Question: 10

Which of the following can be used to calculate planned cost when creating a resource plan?

Choose 2 answers

A. Demand rate

B. Rate card

C. Default rate

D. Project rate

Answer: BD

Explanation:

According to the ServiceNow documentation1, a rate card is a table that defines the hourly cost of labor for different roles or resources. A project rate is a fixed rate that is applied to all resources assigned to a project, regardless of their roles or individual rates. Both of these can be used to calculate the planned cost of a resource plan by multiplying the hours allocated to each resource by the corresponding rate. The other options are incorrect because:

A . Demand rate: A demand rate is a rate that is applied to a demand, not a resource plan. It is used to estimate the cost of fulfilling a demand before it is converted into a project2.

C . Default rate: A default rate is a rate that is applied to a resource when no other rate is specified. It is not a valid option for calculating the planned cost of a resource plan, as it is only used as a fallback option3.

1: https://docs.servicenow.com/bundle/vancouver-it-business- management/page/product/resource-management/concept/c_RateCards.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand- management/concept/c_DemandRate.html 3: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/resource-management/concept/c_DefaultRate.html

Question: 11

A program is a container for the following except for:

A. Program tasks

B. Issues

C. Cost plans

D. Portfolios

Answer: D

Explanation:

According to the ServiceNow documentation1, a program is a container for the following:

Program tasks: Tasks that define the scope and deliverables of the program2.

Issues: Problems that affect the program or its outcome3.

Cost plans: Plans that estimate the cost of the program and its components4.

A portfolio is not a part of a program, but rather a collection of programs and projects that are aligned with a strategic goal or objective.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/concept/c_ProgramManagement.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/task/t_CreateAProgramTask.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/task/t_CreateAnIssue.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/task/t_CreateACostPlan.html : https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/concept/c_PortfolioManagement.html

Question: 12

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.

Answer: B

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.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ActivityManagementRoles.html 3: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_FormAdministration.html 4: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/approvals/concept/c_Approvals.html

Question: 13

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

A. One.

B. Two.

C. Three.

D. No Limit.

Answer: D

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: 14

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'.

Answer: A

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: 15

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.

Answer: C

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.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-

management/concept/c_DistributionCosts.html 3: https://docs.servicenow.com/bundle/vancouver- it-business-management/page/product/resource-management/concept/c_TaskRateCards.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/concept/c_CIRateCards.html

Question: 16

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

Answer: D

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: 17

The project property to update actual effort from time card is controlled at what level?

A. Application Level (Global).

B. Portfolio Level.

C. Program Level.

D. Project Level.

Answer: D

Explanation:

According to the ServiceNow documentation1, the project property to update actual effort from time card is controlled at the project level. This property is called Update actual effort from time card and it determines if the Actual effort field on the Dates tab should be updated based on the hours entered from time cards for the project. If set to Yes, the Actual effort field is read-only on the Project and Project Task forms. If set to No, the Actual effort field is editable on the Project and Project Task forms.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Properties.html

Question: 18

The color band at the top of the project card in Project Workspace displays what project attribute?

A. Status

B. Risk

C. State

D. Issues

Answer: A

Explanation:

According to the ServiceNow documentation1, the color band at the top of the project card in Project Workspace displays the project status. The project status is a calculated field that indicates the health of the project based on the schedule, cost, and scope variance. The color band can be green, yellow, or red, depending on the status value. The other options are incorrect because:

B . Risk: The risk is a potential problem that could affect the project or its outcome. The risk level is displayed as a circle icon on the project card, not as a color band2.

C . State: The state is the current phase of the project, such as Draft, Planning, Work in Progress, or Closed. The state is displayed as a text field on the project card, not as a color band3.

D . Issues: The issues are the actual problems that affect the project or its outcome. The number of issues is displayed as a badge icon on the project card, not as a color band4.

I. https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectWorkspace.html 2: https://docs.servicenow.com/bundle/vancouver- it-business-management/page/product/project-management/task/t_CreateARisk.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html 4: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/project-management/task/t_CreateAnIssue.html

Question: 19

Which is the minimum role that has access to the Project Administration > Settings > Preferences- Project module?

A. it_program_manager

B. sys_admin

C. it_project_manager

D. it_pps_admin

Answer: D

Explanation:

According to the ServiceNow documentation1, the it_pps_admin role is the minimum role that has access to the Project Administration > Settings > Preferences-Project module. This role can configure the project preferences, such as the default project template, the default project currency, and the default project status. The other options are incorrect because:

A . it_program_manager: The it_program_manager role can create and manage programs, but not project preferences2.

B . sys_admin: The sys_admin role can access all modules and features on the platform, but it is not the minimum role required for the Project Administration > Settings > Preferences-Project module3.

C . it_project_manager: The it_project_manager role can create and manage projects, but not project preferences4.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Roles.html 2: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/project-portfolio-management/concept/c_ProgramManagement.html 3: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users- and-groups/concept/c_Roles.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectManagement.html

Question: 20

Which role is needed to group related projects and demands?

A. it_program_manager

B. it_project_manager

C. it_demand_manager

D. it_project_user

Answer: A

Explanation:

According to the ServiceNow documentation1, the it_program_manager role is needed to group related projects and demands. This role can create and manage programs, which are containers for projects and demands that share a common goal or objective. The other options are incorrect because:

B . it_project_manager: The it_project_manager role can create and manage projects, but not group them into programs2.

C . it_demand_manager: The it_demand_manager role can create and manage demands, but not group them into programs3.

D . it_project_user: The it_project_user role can view and edit project tasks, but not create or manage projects, demands, or programs4.

I. https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- portfolio-management/concept/c_ProgramManagement.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectManagement.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandManagement.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Roles.html

Question: 21

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.

Answer: B

Explanation:

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.

D . 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: 3 2: https://docs.servicenow.com/bundle/vancouver-it-business- management/page/product/project-management/reference/r_Roles.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project- management/concept/c_ProjectManagement.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/time-card-management/reference/r_TimeCardManagementRoles.html

Question: 22

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 %.

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.html 2: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/demand-management/concept/c_DemandRate.html 3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_FinancialBenefit.html 4: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/demand-management/concept/c_InternalRateOfReturn.html

Question: 23

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

Answer: A

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.html 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html 3: https://docs.servicenow.com/bundle/vancouver-it- business-management/page/product/project-management/reference/r_CostPlanTable.html 4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ExpenseLineTable.html

Question: 24

What are the default project template configuration records available in the Template Config module?

Choose 3 answers

A. Project task

B. Project subtask

C. Project

D. Task

E. Project template

Answer: ACE

Explanation:

the default project template configuration records available in the Template Config module are Project task, Project, and Project template. These records define the fields and values that are copied from the template to the project when a project is created from a template. The other options are incorrect because:

B . Project subtask: Project subtask is not a valid record in the Template Config module, as it is a child of the Project task record2.

D . Task: Task is not a valid record in the Template Config module, as it is a parent of the Project task record3.

1: 1 2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTaskTable.html 3: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/table-administration/concept/c_TableHierarchy.html

Question: 25

What information are users required to enter on a cost plan for a demand?

A. Cost type

B. Discount Rate %

C. Total planned cost

D. Functional currency

Answer: A

Explanation:

According to the Cost plan breakdown document, users are required to enter the cost type for each cost plan line item. Cost type is a mandatory field that specifies the type of cost, such as labor, software, hardware, etc. The other options are not required fields for a cost plan for a demand. Discount Rate % is an optional field that applies a discount rate to the cost plan. Total planned cost is a read-only field that displays the sum of the planned cost for all the cost plan breakdowns. Functional currency is a system property that defines the currency used for cost management.

Question: 26

Demand assessments are triggered as soon as the demand enters what state?

A. Approved.

B. Screening.

C. Qualified.

D. Submitted.

Answer: D

Explanation:

According to the Completing Demand Assessments document, demand assessments are triggered as soon as the demand enters the Submitted state. The other options are not correct, as demand assessments are not triggered when the demand is Approved, Screening, or Qualified.

Question: 27

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.

Answer: C

Explanation:

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: 28

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

Choose 2 answers

A. Portfolio Planning related link

B. Portfolio Planning Workbench module

C. Project module

D. Program Workbench

Answer: AB

Explanation:

According to the Scenario Planning for PPM document, a portfolio manager can access the Portfolio Planning Workbench by navigating to either the Portfolio Planning related link on the portfolio form or the Portfolio Planning Workbench module under the Portfolio Planning application menu. The other options are not correct, as they do not lead to the Portfolio Planning Workbench. The Project module is under the Project Portfolio Management application menu and the Program Workbench is under the Program Management application menu.

Question: 29

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

A. Workflow Editor

B. Project Form

C. Flow Designer

D. Service Catalog

Answer: A

Explanation:

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: 30

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.

Answer: D

Explanation:

According to the Stakeholder Registry document, 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: 31

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

Answer: ABD

Explanation:

Question: 32

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

Answer: D

Explanation:

According to the Using the Demand Workbench document, 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: 33

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

A. it_project_user

B. pps_resource

C. itil

D. resource_manager

Answer: B

Explanation:

According to the Assigning Resource Roles document, to set up a group for selection in a resource plan, the group record needs to include the pps_resource role. This role grants access to the Resource Management application and allows the group members to view and update their resource allocations. The other options are not correct, as they are not required for a group to be selected in a resource plan. The it_project_user role grants access to the Project Portfolio Management application and allows the user to create and update projects. The itil role grants access to the ITIL application and allows the user to manage incidents, problems, and changes. The resource_manager role grants access to the Resource Management application and allows the user to manage resource plans and allocations.

Question: 34

A project expense line is cost associated with a specific source, except for:

A. Fixed Assets.

B. Program.

C. Resource.

D. Software.

Answer: B

Explanation:

According to the Project Expense Lines document, a project expense line is cost associated with a specific source, such as fixed assets, resource, or software. The program field on the project expense line form is not a source of cost, but a reference to the program that the project belongs to.

Therefore, the correct answer is B. Program. The other options are not correct, as they are sources of cost for a project expense line.

Question: 35

Users with what role can be considered for resource planning?

A. it_project_user.

B. it_user.

C. it_pps_user.

D. pps_resource.

Answer: D

Explanation:

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: 36

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.

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: 37

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.

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: 38

If the 'Move project for WIP projects' property is enabled, project tasks associated with the project are also moved, except for tasks in which of

the following states?

Choose 2 answers

A. Pending

B. Work in Progress

C. Closed

D. Open

Answer: BC

Explanation:

According to the Planning Console document, if the 'Move project for WIP projects' property is enabled, project tasks associated with the project are also moved, except for tasks in the Work in Progress or Closed states. The other options are not correct, as tasks in the Pending or Open states are moved along with the project.

Question: 39

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

A. Project Summary - Waterfall Dashboard

B. Timecard Dashboard

C. User Manager Dashboard

D. PMO Dashboard

Answer: A

Explanation:

According to the Project Summary - Waterfall Dashboard document, depending on the execution type selected for a particular project, the Project Summary - Waterfall Dashboard will also be available. This dashboard provides a comprehensive view of the project status, progress, and performance using various widgets. The other options are not correct, as they are not dashboards that are dependent on the execution type of the project. The Timecard Dashboard is a dashboard that displays the time worked by users on various tasks. The User Manager Dashboard is a dashboard that displays the user management activities and statistics. The PMO Dashboard is a dashboard that displays the portfolio and project performance and health.

Question: 40

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

A. Test Management 2.0

B. Agile Development 2.0

C. Ideation with PPM

D. Resource Management

Answer: C

Explanation:

According to the Innovation Management document, the plugin that activates the Ideas module to gather and evaluate ideas efficiently, and quickly identify ideas for implementation is Ideation with PPM. This plugin enables the Innovation Management application, which allows organizations and employees to collect, vote on, manage, and collaborate on ideas from a centralized location. The other options are not correct, as they are not plugins that activate the Ideas module. Test Management 2.0 is a plugin that enables the Test Management 2.0 application, which allows users to create, plan, and execute tests. Agile Development 2.0 is a plugin that enables the Agile Development 2.0 application, which allows users to manage scrum or development work throughout the lifecycle. Resource Management is a plugin that enables the Resource Management application, which allows users to manage resource plans and allocations.

Question: 41

What is the default table that stores the idea categories that a user can select from when submitting an idea?

A. dmn_demand

B. im_category

C. im_module

D. im_idea_core

Answer: B

Explanation:

According to the Category Configuration document, the default table that stores the idea categories that a user can select from when submitting an idea is im_category. This table contains the predefined categories for ideas, such as Business Process, Customer Service, or IT Service. The other options are not correct, as they are not the tables that store the idea categories. The dmn_demand table stores the demand records that are created from the approved ideas. The im_module table stores the idea modules that are used to group ideas by different criteria. The im_idea_core table stores the core fields of the idea records.

Question: 42

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

Answer: BE

Explanation:

Question: 43

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.

Answer: D

Explanation:

According to the Demand Workbench document, 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: 44

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.

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: 45

What features are not included in a teamspace application but can be added in teamspace settings?
Choose 2 answers

A. Idea

B. Demand Assessments

C. Workbench configuration

D. Project

Answer: AB

Explanation:

According to the Teamspaces document, features such as idea and demand assessments are not included in a teamspace application by default, but can be added in teamspace settings. Idea is a feature that allows users to submit and vote on ideas for new or improved products, services, or processes. Demand assessments are a feature that allows users to evaluate the demands based on various criteria, such as strategic alignment, risk, and return on investment. The other options are not correct, as they are features that are included in a teamspace application by default. Workbench configuration is a feature that allows users to customize the workbench for the teamspace. Project is a feature that allows users to create and manage projects within the teamspace.

Question: 46

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 Time Sheet Policies

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 Project Preferences

Answer: A

Explanation:

According to the Using rate types and labor rate cards document, a user can choose from multiple rate types for their work, while logging a time card, only if the capability is enabled in the Time Sheet Policies. This capability allows users to select different rate types for different tasks, such as standard, overtime, or travel. The other options are not correct, as they are not the places where the capability can be enabled. The Project Record is used to create and update project details, such as name, description, and state. The Project Preferences are used to set the default values for project fields, such as number, type, and priority. The option C is not correct, as more than one rate type can apply if the capability is enabled.

Question: 47

What is the formula for Committed Utilization?

A. Assigned Hours/Capacity

B. (Allocated Hours + Confirmed Hours)/Capacity

C. Confirmed Hours/Capacity

D. Allocated Hours/Capacity

Answer: C

Explanation:

Question: 48

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

Answer: B

Explanation:

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.

Question: 49

Is resource capacity derived from FTE or schedules?

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.

Question: 50

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

Choose 2 answers

A. Programs

8. Cost Plans

C. Risks

D. Monetary Benefit Plans

Answer: BD

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: 51

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

Answer: A

Explanation:

According to the Product Documentation for 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 the Product Documentation for ServiceNow.

Question: 52

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

Answer: BD

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 the Product Documentation for ServiceNow.

Question: 53

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

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 the Now Create ebook or the Project Methodology website for ServiceNow.

Question: 54

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.

Answer: AD

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 the Product Documentation for ServiceNow.

Question: 55

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.

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 the Product Documentation for ServiceNow.

Question: 56

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

Answer: CD

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 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: 57

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.

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 the Product Documentation for ServiceNow.

Question: 58

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.

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 the Product Documentation for ServiceNow.

Question: 59

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

Answer: BCD

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 the Product Documentation for ServiceNow.

Question: 60

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

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 the Product Documentation for ServiceNow.

Question: 61

Which system property needs to be set to True to be able to allocate budgets in Project Workspace?

A. sn_plng_att_core.default.expense_type

B. sn_invst_pln.budget_allocation_attribute

C. sn_invst_pln.enable_budget_allocation_v2

D. com.snc.project.rollup.cost

Answer: C

Explanation:

Question: 62

Where is the normalization process used?

A. Demand Approval.

B. Assessment scoring.

C. Cost plan updates.

D. Risk records.

Answer: B

Explanation:

Question: 63

Project score is calculated based on the individual scores of the following attributes:

Choose 2 answers

A. Alignment Score.

B. Risk Score.

C. Strategy Score.

D. value Score.

Answer: B, D

Explanation:

Question: 64

How can the latest financial forecasts (actuals or planned costs) be compared to initial planned costs month over month in the new Project Workspace?

A. Using the Cost plan breakdown form

B. Using the Financials Cost page

C. Using the Compare Baselines page

D. Using the project Details page

Answer: C

Explanation:

Question: 65

At which point in the Demand Management lifecycle do assessments get sent to stakeholders?

A. Creation

B. Assessment

C. Planning

D. Screening

Answer: D

Explanation:

Question: 66

What are the available resource states in the Resource status field on the New Resource Assignment form?

Choose 4 answers

A. Cancelled

B. In Progress

C. Open

D. Unassigned

E. Pending

F. Approved

G. Unapproved

Answer: D, E, F, G

Explanation:

Question: 67

Which role in Project Portfolio Management contains both the resource_user and it_demand manager roles?

A. it_demand_user

B. it_project_manager

C. itil

D. it_program_manager

Answer: B

Explanation:

Question: 68

What can be used to derive date-effective, criteria-driven hourly rates for calculating planned and actual resource costs for a project or demand?

A. A time card

B. A rate model

C. A resource assignment

D. A rate type

Answer: B

Explanation:

Question: 69

What is the formula used to calculate the risk rank for a risk?

A. priority * impact

B. urgency * impact

C. priority* urgency

D. probability * impact

Answer: D

Explanation:

Question: 70

What determines the resource schedule if the Schedules related list and Schedule field are both empty?

A. (Default Schedule Name (com.snc.resource_management.default_schedule) property

B. Effort type

C. Default Project Management Schedule

D. Average Daily FTE Hours/Hours Per Person Day (com.snc.resource_management.average_daily_fte) property

Answer: A

Explanation:

Question: 71

What is the default offset duration used to automatically calculate the red/yellow/green task status?

A. 0 days

B. 5 days

C. 3 days

D. 24 hours

Answer: C

Explanation:

Question: 72

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

A. Skill

B. Group

C. Resource

D. Role

Answer: D

Explanation:

Question: 73

Which table would an admin modify in order to add extra columns to the side panel or remove default column choices on the Prioritization page within the Portfolio Planning Workspace?

A. [sn_align_cmn_int_choice_map]

B. [sn_align_ws_portfolio_plan]

C. [sn_align_core_lens]

D. [sn_align_core_planning_item]

Answer: D

Explanation:

Question: 74

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

A. Collaborative Work Management

B. Portfolio Planning

C. Skills Management

D. Time Card Management

Answer: B

Explanation:

Question: 75

What UI Actions are available to link RIDAC records?

Choose 2 answers

A. Q Apply Template

B. Convert to RIDAC

C. Save as New Template

D. Associate RIDAC

E. View RIDAC

Answer: B, C

Explanation:

Question: 76

What are the characteristics of the default Resource Management schedule?

Choose 3 answers

A. Repeats every week on Saturday

B. 8-5 weekdays excluding holidays

C. Monday through Friday 13:00-17:00

D. Weekly on Weekdays

E. Monday through Friday 08:00-12:00

Answer: C, D, E

Explanation:

Question: 77

Which role can create a project status report in the Project Workspace?

A. it_project_manager

B. it_demand_manager

C. Itil

D. it_project_user

Answer: A

Explanation:

Question: 78

What role must be assigned to users to be considered for resource planning?

A. timecard_user

B. pps.resource_resource_user

C. resource_manager

D. rate_model_user

Answer: B

Explanation:

Question: 79

You can forecast future costs of projects based on:

Choose 2 answers

A. Actual cost incurred.

B. Changes in project such as project requirements.

C. Incident cost.

D. Paired instances.

Answer: A, B

Explanation:

Question: 80

What provides a centralized view of the resource allocations and resource requests?

A. Project Management Workspace

B. Resource Management Workspace

C. Capacity Planning

D. Resource Assignments

Answer: B

Explanation:

Question: 81

Which field, referenced from the cost plan, determines if a cost plan is Capex or Opex?

A. Resource plan (resource_plan)

B. Currency type (currency.type)

C. Resource category (resource_category)

D. Cost type (resource-type)

Answer: D

Explanation:

Question: 82

Why is it recommended to keep the value of the property 'com.snc.project.task.max_task_duration' to 2600 or under?

A. To avoid application memory issues.

B. The system is unable to handle more than 2600 tasks.

C. Best practices states projects should be no longer than 5 years.

D. Because projects longer than 2600 days will no longer load.

Answer: A

Explanation:

Question: 83

Which role does a group need for selection in a resource assignment?

A. resource_manager

B. pps_resource

C. itil

D. it_project_user

Answer: B

Explanation:

Question: 84

Which table stores daily capacity of a user?

A. Resource,Aggregate_Daily.

B. Resource_Allocation_Daily.

C. Resource_Event.

D. User Profile.

Answer: A

Explanation:

Question: 85

What rote can create or modify a rate model?

A. it_pps_admin.

B. time.card admin.

C. push_admin.

D. release_admin.

Answer: A

Explanation:

Question: 86

At a minimum, which role is required to update a project task in Project Workspace?

A. it_project_user

B. it_project_manager

C. Itil

D. it_portfolio_manager

Answer: A

Explanation:

Question: 87

Which of these items should implementers create/configure first during an SPM implementation?

A. Demand management

B. Dashboards

C. Business units

D. Lenses

Answer: C

Explanation:

Question: 88

Which roles can add stakeholders to a Portfolio?

Choose 2 answers

A. CD it.project.user

B. it_demand_manager

C. it_demand_user

D. it_pps_admin

Answer: B, D

Explanation:

Question: 89

Which colors are used as indicators of project health in a project status report?

Choose 3 answers

A. Yellow

B. Red

C. Green

D. Orange

E. Blue

Answer: A, B, C

Explanation:

Question: 90

When working with demands, which field must be set to "Yes" in order for a user to receive an assessment?

A. Influence.

B. Approver.

C. Level of Interest.

D. Assessment recipient.

Answer: D

Explanation:

Question: 91

In the default system, when working with demands, what two assessment metrics are supported when taking an assessment survey? Choose 2 answers

A. Cost

B. Size

C. Strategic Alignment

D. Risk

Answer: C, D

Explanation:

Question: 92

Which role provides edit access so users can generate capacity planning in Portfolio Planning Workspace?

A. sn_align_ws.spw_capacity_user

B. sn_align_ws.spw_capacity_read

C. sn_align_ws.spw_financial_user

D. sn_align_core.ap_read_only

Answer: A

Explanation:

Question: 93

When creating a planning item, which fields are populated automatically with the Approved start date value and the Approved end date value respectively?

Choose 2 answers

A. Actual start date

B. Planned start date

C. Planned end date

D. Due date

Answer: B, C

Explanation:

Question: 94

When a demand is converted to a project, the following fields retain the start and due date:

Choose 2 answers

A. Approved end date

B. Actual end date

C. Approved start date

D. Actual start date

Answer: A, C

Explanation:

Question: 95

Which role should be given to users such as portfolio or product managers, so they can create, update, and delete, portfolio plans?

A. Milestones editor [sn_milestones.milestone_editor]

B. Portfolio Planning user [sn_align_core.apw_user]

C. Portfolio Planning admin [sn_align_core.apw_admin]

D. Milestones viewer [sn_milestones.milestone_viewer]

Answer: B

Explanation:

Question: 96

Which resource tasks can be completed in Project Workspace?

Choose 2 answers

A. Create a resource calendar

B. Allocate a resource creating a named-resource assignment

C. View resource requests

D. View available capacity of resources

E. Request a resource using role, group, or skill

Answer: D, E

Explanation:

Question: 97

Which personas can request an attribute-based resource assignment?

Choose 2 answers

A. Demand manager

B. Project manager

C. Idea manager

D. Business stakeholder

Answer: A, B

Explanation:

Question: 98

Which options are available in the' Effort type' field on the Resource Assignments form, when requesting resources?

Choose 3 answers

A. Person days

B. Group

C. Hours

D. Weekly on weekdays

E. FTE (Full Time Equivalent)

Answer: A, D, E

Explanation:

Question: 99

Which of the following is the default schedule for the Project Management application?

A. Repeats every week on weekdays Monday through Friday from 8:00am to noon and 1:00-5:00pm.

B. Repeats every week on weekdays Monday through Friday.

C. Repeats every week on weekdays Monday through Friday from 9:00am to 5:00pm.

D. Repeats every week on weekdays Monday through Friday. Includes the child schedule U.S. Holidays.

Answer: A

Explanation:

Question: 100

Instead of starting from scratch, what can project managers make use of to rapidly build their project plan

A. Project Baselines

B. Planning Console

C. Project Workspace

D. Project Templates

Answer: D

Explanation:

Question: 101

Under the Preferences tab on the Demand form, you have the option to:

Choose 2 answers

A. Close a demand on closure of a project

B. Add a risk score

C. close a demand on creation of a project

D. Add a financial benefit

Answer: A, C

Explanation:

Question: 102

Which of the following defines a parent-child relationship?

Choose 2 answers

A. A parent-child task must finish before another begins.

B. Any number of child tasks can be nested under a parent task with or without any dependencies.

C. A parent-child relationship is not saved as a record in any table.

D. Parent-child task relationships do not have any effect on task time constraints.

Answer: B, C

Explanation:

Question: 103

When creating a program, which of the following cannot be part of multiple programs? Select all that apply.

Choose 2 answers

A. Project.

B. Demand.

C. Portfolio.

D. Tasks.

Answer: A, B

Explanation:

Question: 104

As an it_pps_admin, what can you use to detect corrupt data in a project, such as tasks with invalid parents or cyclic relations in a project?

A. Project Diagnostics.

B. Edge Encryption Diagnostics.

C. Analytics Diagnostics.

D. System Diagnostics.

Answer: A

Explanation:

Question: 105

Who can submit Ideas?

A. Any ITIL user.

B. AnyIT user.

C. Any demand user.

D. Any user.

Answer: D

Explanation:

Question: 106

Which ServiceNow application interacts with SPM through risk assessments?

A. Field Service Management

B. Goverance Risk and Compliance

C. DevOps

D. IT Service Management

Answer: B

Explanation:

Question: 107

What is used to generate labor cost if a project or demand does not have an associated rate model?

A. Default Resource Management Schedule

B. Project plan

C. Default labor rate

D. Time card

Answer: C

Explanation:

Question: 108

Where can a project manager go to view quick reports of time card exceptions, and category wise time reported for their projects?

A. User metrics dashboard

B. PMO dashboard

C. Analytics Project manager

D. Analytics Time sheet

Answer: B

Explanation:

Question: 109

How can cost plans be generated from resource assignments?

Choose 2 answers

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

Explanation:

Question: 110

Where can custom risk ranks and value scores (such as High-Medium, Medium-Low, or Absolute- Low) be configured to evaluate the impact and probability of a risk?

A. Using normalized value

B. The Risk Value Lookup module

C. Manual input

D. on the Risk form

Answer: B

Explanation:

Question: 111

A customer needs to know what activity type is associated to time entries in the project so that they can capitalize build tasks. What is the best method to do this?

A. Create a capital project task flag.

B. Put all capital project tasks in one phase and report from those tasks.

C. Create an incident.

D. Leverage project time categories to classify the time.

Answer: D

Explanation:

Question: 112

The Project Management application enables users to create parent-child relationships between tasks and dependencies, such as finish-to-start and finish-to-finish, between tasks. How many relationships can exist between two tasks?

A. One

B. Two

C. Three.

D. Four.

Answer: D

Explanation: