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ServiceNow

CIS-SPM

Certified Implementation

Specialist – Strategic

Portfolio Management

Certification Exam

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(s): 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 projects.

pm_toplevel_project: Stores information about top-level projects. 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(s): 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 field.

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(s): A, D

Explanation:

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

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(s): C

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(s): C

Explanation:

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

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

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

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