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Certified Implementation Specialist - Application Portfolio Management (APM)

ServiceNow CIS-APM

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Application Portfolio Management Overview	26
Topic 2, Application Portfolio Management Implementation	17
Topic 3, Application Portfolio Management Use Cases	8
Total	51

QUESTION NO: 1

If a customer asks you how ServiceNowâ€™s ServiceMapping application works in order to support APM, how would you explain it?

A. Identifies all hardware and software CIâ€™s and other dependencies that support that service.

B. Drills down to provide application services, vulnerabilities and risks.

C. Creates an API to manage seamless application services.

D. Provides software entitlements through a top-down approach.

ANSWER: A

Explanation:

“Identifies all hardware and software CIâ€™s and other dependencies that support that service.” is correct because Service Mapping builds a service-aware view of the technology estate by discovering and mapping the configuration items that comprise an application service and the relationships between them. Starting from an entry point, such as a URL or load balancer, it traces the service’s connections to servers, applications, databases, middleware, and other dependent infrastructure. The resulting dependency map is stored in the CMDB and provides an accurate service topology rather than simply an inventory of isolated assets.

For Application Portfolio Management, this context is essential. APM stakeholders need to understand what technologies support an application, the services it enables, and the downstream operational footprint before making lifecycle, investment, rationalization, modernization, or risk decisions. Service Mapping supplies trusted relationship data that can connect an application record to the infrastructure and service dependencies that support it. This improves impact analysis and helps portfolio decisions reflect the real technical architecture. ServiceNow describes Service Mapping as creating complete, up-to-date maps of application services and their infrastructure dependencies; see ServiceNow Service Mapping and the Service Mapping documentation.

QUESTION NO: 2

Stephen discovers that his customer is looking to achieve Basic Rationalization including application scoring. What APM maturity level does this align to?

A. Level 2

B. Level 1

C. Level 3

D. Level 4

ANSWER: B

Explanation:

Level 1 is the appropriate APM maturity level for a customer pursuing Basic Rationalization that includes application scoring. At this stage, the organization is establishing the essential application portfolio information needed to make consistent, evidence-based rationalization decisions. This includes maintaining an application inventory and using assessment data to score applications against defined criteria, such as business value, technical health, cost, risk, or lifecycle status. Application scoring converts stakeholder input and portfolio data into comparable measures, allowing portfolio owners to identify candidates for actions such as investing, tolerating, migrating, replacing, or retiring.

The purpose of this foundational rationalization capability is to create visibility and a repeatable decision framework before the organization progresses to more advanced portfolio planning and optimization practices. ServiceNow Application Portfolio Management supports this work by centralizing application records, assessments, scores, and rationalization decisions so that stakeholders can evaluate the portfolio from a common source of information. See ServiceNow’s Application Portfolio Management product overview and the Application Portfolio Management documentation for details on application assessments, scoring, and portfolio rationalization.

QUESTION NO: 3

What key components of ServiceNow does APM leverage? (Choose three.)

A. Discovery

B. Service Mapping

C. Service Catalog

D. Application Services

E. HR

ANSWER: A B D

Explanation:

Application Portfolio Management (APM) relies on trusted operational and service-context data to create an accurate view of an organization's application landscape. **Discovery** is a key component because it identifies infrastructure and installed software, helping populate and maintain configuration data that supports application records and their technical relationships. **Service Mapping** adds the service-aware context needed to understand how infrastructure, applications, and dependencies support a business service. This dependency information is essential for assessing application health, risk, impact, and rationalization decisions. **Application Services** provide the CMDB representation of an application's deployed service context, connecting the portfolio record to the technology components that deliver it. Together, these capabilities allow APM stakeholders to evaluate applications using current, connected data instead of relying only on manually maintained inventory. ServiceNow describes APM as a capability for managing the application portfolio and making informed investment decisions, while its Configuration Management Database and service-mapping capabilities provide the relationship data needed for that analysis. See the ServiceNow Application Portfolio Management product page and the ServiceNow Service Mapping overview.

QUESTION NO: 4

Which attributes can be used to categorize business applications? (Choose four.)

A. Application Score

B. Application Name

C. Application Family

D. Portfolio

E. Category

F. Business Unit

ANSWER: B C D E

Explanation:

Business applications in Application Portfolio Management can be organized through a consistent taxonomy that makes the portfolio easier to browse, filter, report on, and govern. **Application Name** identifies the individual business application within the inventory, enabling stakeholders to distinguish and locate a specific application record. **Application Family** groups related applications, such as products or application variants that serve a common functional lineage. **Portfolio** provides a higher-level grouping for applications that are managed together in support of an organizational, strategic, or investment area. **Category** classifies applications according to their business capability or functional purpose, helping portfolio managers compare similar applications and identify overlap or rationalization opportunities. Used together, these attributes provide multiple useful views of the application landscape: an individual record identity, related-family grouping, portfolio ownership or investment grouping, and functional classification. This structured categorization supports application inventory management and portfolio analysis in APM. ServiceNow describes APM as a way to manage business applications and

make portfolio decisions using application data; see the ServiceNow Application Portfolio Management overview and the Application Portfolio Management product documentation.

QUESTION NO: 5

What does the Load Application Indicators and Compute Application Scores job do?

A. Generates scores for all indicators and business applications across selected profiles

B. Generates scores for selected indicators and selected applications across all profiles

C. Generates scores for all indicators and business applications across all profiles

D. Generates scores for all indicators and selected applications across all profiles

ANSWER: C

Explanation:

The **Load Application Indicators and Compute Application Scores** scheduled job refreshes Application Portfolio Management scoring comprehensively. It loads the configured indicator data and calculates the resulting indicator and application scores for every business application, using every configured application profile. Therefore, **Generates scores for all indicators and business applications across all profiles** accurately describes its scope.

Application profiles define the scoring context used to evaluate applications, including the indicators and weights that contribute to a profile's overall score. Running this job ensures that scorecards reflect current indicator-source data and that application scores are recalculated consistently across the portfolio. This is particularly important after indicator data changes, scoring configuration updates, or profile changes, because it updates the calculated results used for portfolio analysis and decision-making.

ServiceNow documents this process as the scheduled mechanism for loading indicator data and calculating Application Portfolio Management scores. Administrators can schedule the job to keep scores current rather than relying on manual recalculation. See the ServiceNow documentation on scheduling indicator sourcing and score calculation and the Application Portfolio Management product overview.