



CIS-SPM^{Q&As}

Certified Implementation Specialist - Strategic Portfolio Management

Pass ServiceNow CIS-SPM Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/cis-spm.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by ServiceNow Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

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

- A. Fixed Assets.
- B. Program.
- C. Resource.
- D. Software.

Correct Answer: B

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 2

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

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 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

Correct Answer: AD

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

https://support.servicenow.com/kb?id=kb_article_viewandsysparm_article=KB0714565 https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/concept/c_Roles.html

QUESTION 4

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

Correct Answer: A

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 top-level entity, and a demand lens has a demand as the top-level entity. https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/it-business-management/concept/c_Lens.html

QUESTION 5

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`

Correct Answer: D

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 preferences.
- 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 module.
- C. `it_project_manager`: The `it_project_manager` role can create and manage projects, but not project preferences.

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

QUESTION 6

A program is a container for the following except for:

- A. Program tasks
- B. Issues
- C. Cost plans
- D. Portfolios

Correct Answer: D

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

1.

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

2.

Issues: Problems that affect the program or its outcome.

3.

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

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.

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-management/concept/c_ProgramManagement.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-management/task/t_CreateAProgramTask.html https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-management/task/t_CreateAnIssue.html 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 7

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

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 8

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

Correct Answer: B

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 9

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.



Correct Answer: C

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.

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

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

QUESTION 10

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

Correct Answer: A

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.