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# ServiceNow

(CIS-PPM)

Certified Implementation Specialist - Project Portfolio Management

Total: **169 Questions**

Link:

### Question: 1

Which of the following checks to see if the assessable record exists for the demand and creates an assessable record if none exists?

- A. Validate Assessment Metrics for Demand
- B. Auto Business Rule for Assessments
- C. Update Demand State
- D. Create OnDemand Assessment

**Answer: B**

#### Explanation:

The correct answer is **B. Auto Business Rule for Assessments**. Here's why:

Business Rules in ServiceNow are configured to run when a record is displayed, inserted, updated, deleted, or queried. An "Auto Business Rule for Assessments" specifically designed for Demand records would contain logic to check whether an assessment record (or a related table record designed to hold assessment data, tied to the Demand) already exists for a given Demand.

The rule would execute, most likely upon insertion or update of the Demand record (or when a specific condition is met, like a state change), and query the assessment table to see if a record exists with the Demand's sys\_id.

If no assessment record is found, the business rule would automatically create one, prepopulating it with relevant data from the Demand if needed, ensuring that every Demand has a corresponding place to store assessment results. This automatic creation makes the process streamlined.

Options A, C, and D are incorrect because they have different purposes. "Validate Assessment Metrics for Demand" may be used to check the data in the assessment, not the existence of the assessment record itself.

"Update Demand State" changes the Demand's lifecycle stage and doesn't create records. "Create OnDemand Assessment" implies a manual or specific event triggers the assessment creation, not an automated check and creation process. The "Auto Business Rule" provides the automatic check and creation capability necessary to ensure all assessable Demands have related assessment records. The rule executes server-side, seamlessly handling the assessment record creation.

Authoritative links for further research:

**ServiceNow Business Rules:** [https://developer.servicenow.com/devportal/\\$knowledge.do?sys\\_id=dd2c9e64db107c50d004a336689619c5](https://developer.servicenow.com/devportal/$knowledge.do?sys_id=dd2c9e64db107c50d004a336689619c5)

**ServiceNow Assessments:** <https://docs.servicenow.com/bundle/vancouver-employee-service-delivery/page/product/employee-feedback-management/concept/assessments-surveys-efm.html>

### Question: 2

Projects and which other artifact can be linked to either a program, a portfolio, both, or neither.

- A. Demands
- B. Test Cases
- C. Resources
- D. Stories

**Answer: A**

### Explanation:

The correct answer is Demands because they represent the initial requests or ideas that might lead to projects within a portfolio or program. Demands capture the business need and justify investment in potential initiatives. These can originate as ideas for a new product (portfolio-level), or a specific enhancement aligned to an ongoing program.

Let's examine why the other options are incorrect:

**Test Cases:** Test cases are generally associated with specific projects or tasks within projects, ensuring the quality of deliverables, rather than higher-level program or portfolio planning. Test cases focus on verifying project outcomes and deliverables.

**Resources:** While resources are allocated to projects within programs and portfolios, the direct linkage is less common. Resource capacity planning might inform portfolio decisions, but the direct link is more project-specific. Resource allocation impacts project execution rather than the fundamental purpose of the program or portfolio.

**Stories:** User stories are primarily used in Agile projects for breaking down requirements into smaller, manageable pieces. These fall under the scope of project execution and are less directly tied to the strategic alignment of programs or portfolios.

Therefore, Demands are most strategically linked. A demand might be escalated into a project if it receives funding/approval. A collection of related projects can be grouped together under a Program. Portfolios consist of programs or individual projects that share a common strategic goal. Demands may be tied to programs/portfolios for resource planning, intake management, and strategic goal alignment.

Here's how Demands link:

1. **Portfolio:** A portfolio might contain multiple projects that address different aspects of a single, large demand.
2. **Program:** A program might be created to execute on a specific demand, breaking it down into multiple related projects.

Further Research:

ServiceNow PPM Documentation: [https://docs.servicenow.com/bundle/utopic-it-business-management/page/product/project-portfolio-management/concept/c\\_ProjectPortfolioManagement.html](https://docs.servicenow.com/bundle/utopic-it-business-management/page/product/project-portfolio-management/concept/c_ProjectPortfolioManagement.html) Project Management Institute (PMI): <https://www.pmi.org/>

### Question: 3

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

- A. Project module
- B. Program Workbench
- C. Portfolio Planning related link
- D. Portfolio Planning Workbench module

**Answer: CD**

### Explanation:

The correct answer is **C. Portfolio Planning related link** and **D. Portfolio Planning Workbench module**.

Here's the justification:

Scenario Planning for PPM enhances ServiceNow's existing Project Portfolio Management capabilities by adding tools for strategic analysis and decision-making related to portfolios. After installing the "Scenario Planning for PPM" plugin, a portfolio manager primarily interacts with the new features via the Portfolio Planning Workbench. Access to this workbench is facilitated through two main pathways within the ServiceNow platform.

Firstly, the most direct route is through the **Portfolio Planning Workbench module (D)**. This module appears in the navigation menu, providing a centralized launch point for all scenario planning activities. Portfolio managers can directly access the workbench and begin creating and comparing different scenarios.

Secondly, the **Portfolio Planning related link (C)** is a contextual option found within the portfolio record itself. This link provides a way to directly access scenario planning specifically related to a particular portfolio. It provides immediate context and enables the portfolio manager to quickly dive into planning scenarios tailored for that particular portfolio. This makes portfolio management and scenario alignment more effective.

The **Project module (A)** primarily deals with the execution of individual projects and while connected to portfolio performance, does not offer direct access to the scenario planning features. The **Program Workbench (B)** is used for managing groups of related projects.

In summary, Scenario Planning is accessed either directly through the Portfolio Planning Workbench or through contextual related links within individual portfolios. These two pathways are designed for efficient access to scenario planning tools.

Here are some authoritative links for further research:

**ServiceNow Product Documentation:** (Requires ServiceNow account access) - Search for "Scenario Planning for PPM" in the ServiceNow documentation portal.

**ServiceNow Community Forums:** <https://community.servicenow.com/> - Search for "Portfolio Planning Workbench" or "Scenario Planning" for discussions and questions.

#### Question: 4

When creating a resource plan within a demand, how are the default dates on a resource plan determined?

- A.From demand start date and due date
- B.Resource plan(s) cannot be created from demand
- C.Using demand created date
- D.From portfolio date

**Answer: A**

**Explanation:**

The correct answer is A: From demand start date and due date.

Resource plans within a demand in ServiceNow's Project Portfolio Management (PPM) module are designed to align resource allocation with the planned timeframe of the demand. The default dates for the resource plan are derived directly from the demand's start and due dates. This ensures that resources are allocated for the duration of the demand, facilitating effective planning and execution. When a resource plan is created from a demand, the system automatically populates the start date and end date of the resource plan using the corresponding dates from the parent demand. This mechanism helps maintain consistency between the demand and the resource required to fulfil it. The purpose of the resource plan is to define, by group or user, the expected number of hours required to complete a project or demand. By inheriting the dates from the

demand, the resource plan immediately frames the work period for the resources. This initial date synchronization streamlines the resource allocation process and minimizes manual data entry, allowing project managers and resource managers to quickly assess and assign resources to the demand. If the demand dates are adjusted, the related resource plans should be reviewed to align with new target.

Supporting links:

ServiceNow Documentation: (Requires ServiceNow login) Search for "Resource Plans" and "Demand Management" within the ServiceNow documentation portal.

### Question: 5

A customer requires five (5) teamspaces to support different departments. What should you do?

- A.Enable the teamspace property.
- B.Contact the Account Representative to activate the teamspaces.
- C.Activate via each teamspace plugin.
- D.Use UI Policies and Business Rules to enable teamspaces.

**Answer: C**

#### Explanation:

The correct answer is activating each teamspace via its respective plugin. ServiceNow's Project Portfolio Management (PPM) application often comprises several modules and features, many of which are activated through individual plugins. Teamspaces are a feature within PPM and are associated with specific plugins.

To enable teamspaces, you need to activate the corresponding plugins for each teamspace you require. Enabling the property (option A) might be a prerequisite in some cases, but it doesn't activate the complete functionality. Contacting the Account Representative (option B) would be necessary only if the feature requires a specific license upgrade, which is less likely for basic teamspace functionality within the PPM application. Using UI Policies and Business Rules (option D) is not the standard method for activating core features like teamspaces; these are typically used for customization after the feature is activated.

Plugins contain the necessary business logic, tables, and configurations to enable the teamspace functionality fully. Activating each teamspace plugin ensures that the corresponding records, workflows, and dependencies are loaded into the instance.

For further information on ServiceNow plugins and activation, refer to:

**ServiceNow Docs - Plugins:**[https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/plugins/concept/c\\_Plugins.html](https://docs.servicenow.com/en-US/bundle/sandiego-platform-administration/page/administer/plugins/concept/c_Plugins.html)

**ServiceNow Community:** Search for relevant articles on teamspace activation and plugin dependencies within the ServiceNow community.

### Question: 6

When setting-up a program, planned ROI% is calculated based on: (Choose two.)

- A.Values in the NPV field.
- B.Values in the Planned cost field.
- C.Values in the Planned return field.
- D.Values in the Budgeted cost field.

**Answer: BC**

**Explanation:**

The correct answer is B and C: Values in the Planned cost field and Values in the Planned return field.

Here's why: ROI (Return on Investment) fundamentally measures the profitability of an investment. In project and program management, particularly in ServiceNow's PPM module, calculating planned ROI% necessitates estimating both the expected benefits (return) and the anticipated expenses (cost).

The Planned Return field represents the forecasted financial benefits or gains expected to be generated by the program. This value embodies the monetary advantages anticipated upon successful completion of the program.

The Planned Cost field reflects the total estimated expenses associated with executing the program. It encompasses all expenditures necessary to achieve the program's objectives.

ROI is classically calculated as  $(\text{Planned Return} - \text{Planned Cost}) / \text{Planned Cost}$ . In some contexts, it might be simplified to  $\text{Planned Return} / \text{Planned Cost} - 1$ , or even expressed as just  $\text{Planned Return} / \text{Planned Cost}$ . However, the underlying concept remains: it's the ratio of return to cost. ServiceNow uses the planned cost and planned return to populate the Planned ROI field.

The NPV (Net Present Value) field (option A) represents the present value of future cash flows, taking into account the time value of money. While NPV is a useful metric for investment analysis, it's not directly used in the standard ROI calculation. NPV is a more sophisticated measure of investment profitability, but ROI is a simpler, more direct calculation.

The Budgeted Cost field (option D) represents the approved budget for the program. It is typically derived after the planning phase and may differ from the initial planned cost. While the budget may influence the ROI calculation in practice, the planned ROI, especially in early phases, is based on initial projections of cost and return before a budget is formally approved. The initial "planned" ROI is based on best estimates, while later, after budget approval, the actual ROI could be derived from the Budgeted cost. The question specifically refers to "planned" ROI when setting up a program.

Therefore, when setting up a program, the planned ROI% is derived from the anticipated return (Planned Return) and the expected cost (Planned Cost). These values provide the essential data for evaluating the financial viability of the program before any formal budget or NPV calculations are finalized.

**Supporting Documentation:**

While ServiceNow documentation doesn't explicitly detail the ROI calculation formula within the PPM module, general project management principles and financial analysis fundamentals support this explanation.

You can often find information in the ServiceNow community forums, knowledge base articles, and implementation guides relating to configuring and using the PPM application. While there isn't a single authoritative link demonstrating the precise logic of the Planned ROI calculation within the platform, the principles of ROI calculation applied within the PPM module are consistent with the explanation provided.

**Question: 7**

Which plugin provides a layer of artificial intelligence that empowers features and capabilities across applications to provide better work experiences?

- A.Strategic Spend Tracking for PPM [sn\_ppm\_sst]
- B.Scenario Planning for PPM [sn\_pw\_scenario]
- C.Predictive Intelligence for PPM [com.snc.ppm\_ml]

**Answer: C**

**Explanation:**

The correct answer is C, Predictive Intelligence for PPM [com.snc.ppm\_ml]. Predictive Intelligence in ServiceNow, broadly, leverages machine learning algorithms to analyze data and provide predictions, recommendations, and insights. Within the context of Project Portfolio Management (PPM), this translates to enhanced decision-making and improved efficiency. The Predictive Intelligence for PPM plugin specifically applies these capabilities to project forecasting, resource allocation, risk assessment, and portfolio optimization.

The other options are incorrect because they do not inherently provide an AI-driven layer for work experiences. Strategic Spend Tracking for PPM ([sn\_ppm\_sst]) focuses on financial tracking related to PPM, not AI. Scenario Planning for PPM ([sn\_pw\_scenario]) allows users to model different project scenarios, but doesn't automatically incorporate AI-based predictions. PPM Standard ([com.snc.financial\_planning\_pmo]) represents the foundational PPM functionalities without specific AI enhancements.

Predictive Intelligence utilizes machine learning models to identify patterns and trends in historical project data. These insights can then be used to predict project completion dates, resource requirements, potential risks, and even the overall success probability of a project. This allows project managers to make more informed decisions, proactively address potential issues, and optimize resource allocation, leading to better project outcomes and improved stakeholder satisfaction. By leveraging AI, Predictive Intelligence provides a smarter, more data-driven approach to PPM.

Here are authoritative links for further research:

**ServiceNow Predictive Intelligence Documentation:**<https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/predictive-intelligence/concept/predictive-intelligence.html>

**ServiceNow PPM Documentation:**<https://docs.servicenow.com/bundle/sandiego-it-business-management/page/product/project-portfolio-management/concept/project-portfolio-management-application.html>  
(While this doesn't directly mention the plugin, understanding core PPM is crucial).

**Question: 8**

To use the Time Sheet dashboard, what plugin must be installed?

- A.Common ITSM Service Portal Application Components (com.snc.app\_common.service\_portal)
- B.Employee Service Center (com.sn\_hr\_service\_portal)
- C.Knowledge Management – Service Portal (com.snc.knowledge\_serviceportal)
- D.Performance Analytics – Content Pack – PPM Standard plugin (com.snc.pa.pmo\_dashboards)

**Answer: D**

**Explanation:**

The correct answer is D, **Performance Analytics – Content Pack – PPM Standard plugin (com.snc.pa.pmo\_dashboards)**.

The Time Sheet dashboard in ServiceNow Project Portfolio Management (PPM) heavily relies on Performance Analytics to visualize and analyze time-related data. Performance Analytics provides the platform for collecting, analyzing, and reporting on key performance indicators (KPIs) related to time tracking, resource utilization, and project progress. The "Performance Analytics – Content Pack – PPM Standard" plugin specifically contains pre-built dashboards and metrics designed for PPM, including those related to time



sheet management.

Without this plugin, the Time Sheet dashboard would lack the necessary components for displaying time-related information in a meaningful and actionable way. This includes widgets, reports, and indicators that summarize time entries, resource allocation, and overall project performance. Other options are incorrect because:

**A. Common ITSM Service Portal Application Components:** This plugin focuses on general Service Portal functionality and doesn't provide PPM-specific dashboards or metrics.

**B. Employee Service Center:** This plugin is related to HR service delivery and not directly linked to time tracking within PPM.

**C. Knowledge Management – Service Portal:** This plugin deals with knowledge base articles and their presentation in the Service Portal, not time sheet dashboards.

Therefore, installing the "Performance Analytics – Content Pack – PPM Standard" plugin (com.snc.pa.pmo\_dashboards) is essential for enabling and utilizing the Time Sheet dashboard within ServiceNow PPM because it provides the crucial Performance Analytics content related to time management.

Further reading:

ServiceNow Documentation: <https://docs.servicenow.com/> (Search for "Performance Analytics PPM" and "Time Sheet Portal")

ServiceNow PPM Product Documentation: Access this through your ServiceNow instance's documentation portal.

### Question: 9

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

- A. Resource roles under resource management.
- B. No need to define it differently, they are same as system roles
- C. Under skill management modules
- D. Roles under system security

**Answer: A**

**Explanation:**

The correct answer is A: Resource roles under resource management. This is because in ServiceNow's Project Portfolio Management (PPM) module, resource plans are used to request resources (people) based on their roles. These roles are not the same as system roles, which grant access to ServiceNow functionality. Instead, resource roles describe the type of work a resource will perform within a project or portfolio. These roles (e.g., Business Analyst, Project Manager, Developer) must be explicitly defined and managed within the Resource Management application in ServiceNow. This is the place for you to add those specific roles, and is very different from system roles or skills. Defining these roles in Resource Management allows for accurate resource allocation, skills matching, and reporting on resource utilization across different projects and portfolios. The resource roles are important to define, so that the requests via resource plans can have accurate and specified values. Option B is incorrect because, as noted, system roles handle system access, not project roles. Option C is also incorrect; while skill management is related, it focuses on the specific skills a resource possesses rather than the broader role they play within a project. Option D is incorrect because roles in the Resource Management application are distinct from the security roles that control access within ServiceNow.

Further research can be found at the ServiceNow documentation site by searching for "Resource

Management" and "Resource Plans." For example, consider checking the docs for the Resource Management application: <https://docs.servicenow.com/bundle/utah-it-business-management/page/product/resource-management/concept/resource-management-application.html>. While the exact wording may vary between ServiceNow versions, the core concept of defining roles within Resource Management for use in resource plans remains consistent.

### Question: 10

Plugins may be added to the base platform in one of the following ways: (Choose three.)

- A.Activated by an admin (not by default).
- B.Activated by an it\_portfolio\_manager.
- C.Requested from ServiceNow.
- D.Activated by default in the base ServiceNow system.
- E.Activated by an it\_pps\_admin.

**Answer: ACD**

#### Explanation:

The correct answer is ACD because plugins in ServiceNow are not universally activated automatically upon initial instance setup (rejecting D) nor are they solely the domain of specific roles like it\_portfolio\_manager or it\_pps\_admin (rejecting B and E).

**A. Activated by an admin (not by default):** Many ServiceNow plugins provide specialized functionalities that are not required by every instance. These plugins are therefore kept deactivated until an administrator decides to implement the associated features. This controlled activation ensures that the system remains lean and only utilizes necessary resources.

**C. Requested from ServiceNow:** Some plugins, especially those that involve integrating with other ServiceNow products or third-party services, may require a request to ServiceNow. This allows ServiceNow to ensure proper licensing, compatibility, and support for the plugin within the specific instance environment.

**D. Activated by default in the base ServiceNow system:** While some basic functionalities are enabled by default, the majority of plugins that add more specific capabilities are not automatically turned on. This keeps the core platform clean and allows for customization based on individual business needs.

In summary, plugin management in ServiceNow is generally controlled by administrators, potentially involving requests to ServiceNow for certain plugins, and plugins are not all activated by default to maintain a streamlined and customizable platform. This approach ensures that the instance is configured to meet the specific requirements of the organization using it, rather than being burdened by unnecessary features.

For further research, refer to the official ServiceNow documentation on plugins:

[ServiceNow Docs - Plugins](#)

### Question: 11

What does the project status report allow project managers to do? (Choose two.)

- 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 correct answer is **CD** because the project status report in ServiceNow's PPM module is primarily designed to showcase key performance indicators (KPIs) and track trends over time, as well as provide a printable summary of the project's current state.

Here's a breakdown of why each option is either correct or incorrect:

**C. Show historical trend of project KPI's:** This is a core function of a good status report. ServiceNow's PPM provides functionality to track various KPIs like cost, schedule, and effort. The status report should visualize how these KPIs have evolved over time, enabling stakeholders to identify potential issues and trends needing attention. Historical data provides context to the current status.

**D. Print as a PDF attachment:** Status reports are commonly shared with stakeholders via email or other communication channels. The ability to export the status report as a PDF allows project managers to easily distribute a static, well-formatted summary of the project's status, including key metrics and achievements, to those who may not have direct access to the ServiceNow instance or require an easily archiveable version.

**A. View the project Gantt chart:** While the Gantt chart is an essential part of project management, viewing it is not the primary purpose of the project status report. The Gantt chart provides a detailed view of the project schedule and dependencies, but the status report is more of a high-level summary. The Gantt Chart can usually be accessed via a link, but it is not directly integrated into the status report.

**B. View the WBS:** Similar to the Gantt chart, the Work Breakdown Structure (WBS) is more detailed information that is not directly available in the Status Report. The Status Report is meant to provide a summarized view of the project and not the underlying information.

In summary, a ServiceNow project status report provides a summary of the project's progress, highlighting key achievements, risks, and issues, as well as the status of important KPIs over time. It serves as a communication tool to keep stakeholders informed about the project's health and allows for easy distribution of a project overview.

**Supporting Links:**

ServiceNow Project Portfolio Management Documentation: (Search ServiceNow docs for "Project Portfolio Management" after logging into a ServiceNow instance).

ServiceNow Community Forums (Search ServiceNow forums for "Project Status Report PPM"): These forums often contain discussions and best practices related to using the project status report feature.

**Question: 12**

How does a project manager request a change to a resource plan in the requested state?

- A.Use notes on resource plan.
- B.Email resource user.
- C.Request change on resource plan
- D.Email resource manager

**Answer: C**

**Explanation:**

The correct answer is C: Request change on resource plan. Here's why:

A Project Portfolio Management (PPM) system like ServiceNow provides a structured and auditable process for requesting and managing changes to resource plans. Directly using the system's "Request change" functionality on the resource plan ensures that the change request is formally documented, routed to the appropriate stakeholders (typically the resource manager), and tracked within the system. This is crucial for maintaining transparency and accountability.

Option A, using notes on the resource plan, might seem like a quick way to communicate a change. However, it lacks the formal approval workflow and tracking mechanisms inherent in a dedicated change request process. Notes are more suitable for general comments or clarifications, not for initiating formal changes.

Option B, emailing the resource user directly, bypasses the established process and potentially leads to confusion and lack of proper authorization. Resource users may not have the authority to approve resource plan changes themselves; it's usually the responsibility of the resource manager. Emails can also be easily missed or lost, hindering proper tracking and approval.

Option D, emailing the resource manager, is slightly better than emailing the resource user, as the resource manager is the correct approver. However, even emailing the resource manager lacks the benefits of using the system's built-in change request mechanism. ServiceNow's change management features provides automation for workflow, notifications, and audit trails that are essential for effective PPM. Specifically, the "Request change" functionality triggers a formal review process, ensuring all relevant information is captured and the change is properly evaluated before approval. This aligns with the best practices for cloud-based PPM solutions by centralizing change management within the platform itself.

In essence, utilizing the "Request change" option on the resource plan ensures the change request is managed systematically within ServiceNow PPM, adhering to proper approval workflows, and maintaining a clear audit trail. This method is the most efficient and compliant way to request a resource plan adjustment within the system.

Authoritative Link:

ServiceNow Documentation: (Search for "Requesting Resource Plan Changes ServiceNow" within the ServiceNow documentation portal, as direct links to specific pages within the ServiceNow documentation can change. This will provide the most up-to-date information on this topic.)

**Question: 13**

In which table can you find cost information for a specific fiscal period?

- A.cost\_plan
- B.expense\_line
- C.cost\_plan\_breakdown
- D.pm\_project

**Answer: C**

**Explanation:**

The correct answer is **C. cost\_plan\_breakdown**. Here's a detailed justification:

The ServiceNow PPM module uses various tables to store financial data related to projects and demands. Understanding the purpose of each table is crucial for answering this question.

**cost\_plan:** The cost\_plan table stores the overall plan for costs associated with a project or demand. It represents the total planned expenditure but doesn't contain the granular breakdown by fiscal period. **expense\_line:** The expense\_line table stores individual expenses incurred during a project. It provides a record of actual spending, not planned costs broken down by fiscal period. While it contains information related to cost, it doesn't inherently provide period-specific cost planning details.

**cost\_plan\_breakdown:** This table stores the detailed breakdown of a cost plan, specifically by fiscal period. Each record in cost\_plan\_breakdown represents the planned cost for a particular fiscal period within the overall cost plan. You'll find fields here that specify the fiscal period and the planned cost amount for that period. This is where you can directly see how costs are allocated over time.

**pm\_project:** This is the project table itself; while containing project metadata, it would not have the period-specific cost breakdown.

Therefore, cost\_plan\_breakdown is the correct table to find cost information for a specific fiscal period, as it is explicitly designed to store this type of granular financial data within a PPM implementation.

Authoritative Links:

ServiceNow Documentation (Product Documentation): Search for "cost\_plan\_breakdown table" on the ServiceNow docs site: <https://docs.servicenow.com/> - You need a ServiceNow login for full access.

### Question: 14

What is the default schedule for a project?

- A. 8-hour workday (from 8 to 12 and 1 to 5).
- B. 8-hour workday (from 9 to 12 and 1 to 6).
- C. 9-hour workday (from 8 to 12 and from 1 to 5).
- D. 8-hour workday (from 9 to 5).

**Answer: A**

#### Explanation:

The correct answer is A: 8-hour workday (from 8 to 12 and 1 to 5). This is because, by default, ServiceNow's Project Portfolio Management (PPM) module uses a schedule of 8 working hours per day, typically configured as starting at 8:00 AM, ending at 5:00 PM, with a one-hour break for lunch between 12:00 PM and 1:00 PM.

This configuration is part of the "Default" schedule available within the Schedule [cmn\_schedule] table.

This default schedule dictates how tasks, projects, and resources are planned and managed. It influences calculations for effort, duration, and resource availability. When scheduling a task for 16 hours, using the default, it would translate into two full workdays. Altering the schedule (hours per day and workdays per week) significantly impacts resource capacity planning, project timelines, and overall project portfolio management capabilities.

ServiceNow's platform flexibility enables administrators to customize schedules based on organizational needs. However, the out-of-the-box configuration leans towards a standard 8-hour workday for ease of initial setup and deployment. Misconfigured schedules can lead to inaccurate project timelines, resource over-allocation, and ultimately, project failures. Therefore, it's crucial to understand and manage the PPM schedules within ServiceNow.

For further reading, consult ServiceNow's official documentation on Schedules and Calendars:

[ServiceNow Docs: Schedules](#)  
[ServiceNow Docs: Calendars](#)

### Question: 15

The PPM Standard plugin enables an it\_project\_manager to perform the following activities: (Choose three.)

- A. Determine overall project cost requirements
- B. Configure cost type definition
- C. Define target for the portfolio
- D. Establish resource requirements and track costs.
- E. Track actual amount spent compared to an approved budget.

**Answer: ADE**

#### Explanation:

The PPM Standard plugin in ServiceNow empowers IT project managers with key functionalities for effective project financial management. Option A, "Determine overall project cost requirements," is correct because PPM inherently requires defining the total anticipated project costs, forming the basis for budgeting and cost tracking. Option D, "Establish resource requirements and track costs," is also correct as it addresses resource allocation which directly impacts project costs. IT project managers need to define the resources (labor, equipment, etc.) needed and subsequently monitor the expenses associated with those resources. Option E, "Track actual amount spent compared to an approved budget," is crucial for controlling project spend. PPM facilitates comparing actual expenditures against the approved budget, enabling timely identification and mitigation of cost overruns.

Option B, "Configure cost type definition," is incorrect. While PPM involves various cost types, the configuration of these definitions is usually managed by administrators or finance teams, not typically the direct responsibility of an IT project manager using the standard plugin. Option C, "Define target for the portfolio," is also incorrect. Portfolio targets are strategic objectives set at the portfolio level, a responsibility of portfolio managers, not the specific domain of project managers operating within individual projects using the PPM Standard plugin. The project manager operates within the strategic constraints defined at a portfolio level. The PPM Standard plugin is geared towards project-level cost tracking, resource management, and budget adherence, rather than portfolio target setting.

In summary, the selected activities A, D, and E are foundational to effective project cost management within the PPM framework.

### Question: 16

When a time card is approved, the actual time is stored in which two tables? (Choose two.)

- A. Project Time table
- B. Resource Allocation Daily table
- C. Resource Event table
- D. Resource Aggregate tables (Daily, Weekly, and Monthly)

**Answer: BD**

#### Explanation:

When a time card is approved in ServiceNow Project Portfolio Management (PPM), the actual time worked gets recorded for resource allocation and reporting purposes. This necessitates updating specific tables that

track time against projects and resources.

Option B, the **Resource Allocation Daily table**, is correct because it stores the actual hours worked by a resource on a specific project task or allocation for a given day. This is a granular record reflecting the actual time spent on the project. This table is crucial for detailed reporting and reconciliation between planned and actual effort.

Option D, the **Resource Aggregate tables (Daily, Weekly, and Monthly)**, is also correct. These aggregate tables summarize the time entries from the Resource Allocation Daily table into daily, weekly, or monthly buckets. This aggregation provides a higher-level view of resource utilization and project progress, which is essential for management reporting and capacity planning. Data within the Resource Allocation Daily table is rolled up into these aggregated tables.

Option A, the **Project Time table**, is not the primary location for storing actual time derived directly from approved time cards within the standard ServiceNow PPM implementation. While the Project Time table may contain time-related information, it's not the principal repository for actual hours posted from time card approvals.

Option C, the **Resource Event table**, is typically used for recording specific events related to resources, such as availability changes or training events, rather than directly storing the actual hours from approved time cards. Therefore, it's not the best choice in this context.

In summary, the Resource Allocation Daily table captures the granular daily time entries, and the Resource Aggregate tables provide summarized views of this time, making these two tables the correct choices for storing actual time data after time card approval.

Further research can be conducted on the ServiceNow documentation portal. Search for "Resource Allocation Daily table," "Resource Aggregate tables," and "Time Cards" within the ServiceNow documentation to get more in-depth information about these tables and their functionalities.

### Question: 17

Which of the following roles can access the project administration application?

- A.it\_project\_user.
- B.it\_pps\_admin.
- C.it\_project\_manager.
- D.timecard\_admin.

**Answer: B**

**Explanation:**

The correct answer is **B. it\_pps\_admin**. This role grants comprehensive administrative rights within the Project Portfolio Management (PPM) application in ServiceNow. Individuals with the it\_pps\_admin role can configure settings, manage users and groups, define portfolio structures, and oversee project methodologies. They possess the authority to customize PPM functionalities to align with an organization's specific needs and governance policies.

While it\_project\_manager (C) manages individual projects, and it\_project\_user (A) typically participates in projects, neither have the global administrative permissions necessary to modify the underlying PPM application itself. The timecard\_admin (D) role focuses specifically on time management functionalities and doesn't extend to project and portfolio administration.



The `it_pps_admin` role acts as the central point for ensuring the ServiceNow PPM instance operates effectively, securely, and in accordance with best practices. This includes managing access controls, defining project templates, configuring reporting mechanisms, and integrating PPM with other ServiceNow modules or external systems. The `it_pps_admin` role is thus crucial for maintaining the integrity and overall effectiveness of the PPM application in ServiceNow. Granting this role should be done judiciously and typically reserved for individuals with specific training and responsibilities for PPM system management.

For further information and detailed descriptions of roles within ServiceNow PPM, consult the official ServiceNow documentation:

[ServiceNow Docs - Project Portfolio Management](#)  
[ServiceNow Docs - Roles in Project Portfolio Management](#)

### Question: 18

The Project Portfolio Management application supports domain separation at this level:

- A. Level 3 – Tenant self-managed configuration
- B. Level 1 – Tenant data management
- C. Level 2 – Tenant process management
- D. Data only

**Answer: B**

**Explanation:**

The correct answer is **B. Level 1 – Tenant data management**.

Project Portfolio Management (PPM) in ServiceNow supports domain separation at Level 1, which focuses on segregating tenant data. This means that different domains within a ServiceNow instance can have their own distinct project and portfolio data, ensuring that users in one domain cannot access or modify data belonging to another domain. Domain separation enables organizations to manage multiple business entities, departments, or customers within a single ServiceNow instance, while maintaining data privacy and security. This level of separation is crucial for organizations that require strict data isolation between different parts of their operations. While processes and configurations can be customized per domain, the fundamental separation enforced by PPM pertains to the data itself. This data-centric approach allows for granular control over access and visibility, facilitating compliance with regulatory requirements and internal security policies.

Levels 2 and 3, which involve process and configuration management respectively, represent higher tiers of domain separation capabilities that PPM in ServiceNow does not directly provide out-of-the-box. These higher levels are typically handled through customized configurations and scripting. Level 1 domain separation directly affects how project portfolios, demands, resources, and financial data are segregated. For example, a project in one domain is not visible or accessible to users in another domain unless explicitly granted permissions.

Further information on ServiceNow domain separation can be found here:

[https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/company/concept/c\\_DomainSeparation.html](https://docs.servicenow.com/bundle/sandiego-platform-administration/page/administer/company/concept/c_DomainSeparation.html)

### Question: 19

The hourly rate is derived from the resource rate on the resource plan, if this option is selected.



- A. Rate override
- B. Labor rate card
- C. Rate model
- D. Planned cost

**Answer: A**

**Explanation:**

The correct answer is A. Rate Override. This is because in ServiceNow Project Portfolio Management (PPM), the hourly rate is derived from the resource plan's resource rate when a rate override is applied. Rate Override allows you to manually adjust the rate for a specific resource on a particular project or task, taking precedence over the default labor rate card or rate model.

A labor rate card (option B) typically defines standard rates for different roles or skill sets across the organization. While useful for setting base rates, it doesn't directly override the rate on a resource plan at the individual level. A Rate Model (option C) might exist, but it's not the direct mechanism for manually changing the rate specifically within a Resource Plan. Planned Cost (option D) is a total cost estimate, not a mechanism for defining the hourly rate.

The ServiceNow documentation highlights how Rate Overrides are used in conjunction with Resource Plans to refine financial forecasting and actual costing. A Rate Override offers the flexibility to adjust the hourly rate according to factors like project complexity, resource experience, or negotiated agreements. It is a temporary and project-specific adjustment on the resource plan level that allows for deviation from the standard labor rate card. Rate Overrides impact the Planned Cost by adjusting labor cost estimates for specific resources on that particular Resource Plan and associated tasks.

Furthermore, rate overrides give project managers or resource managers greater control over the cost management, enabling them to more accurately reflect the actual expenses. This contrasts with relying solely on the labor rate card, which might not account for project-specific circumstances.

In conclusion, the most direct way to have the hourly rate derived from the resource rate on the resource plan is through Rate Override because it allows for a manual adjustment of labor costs at a granular level.

Supporting links:

[ServiceNow Resource Management Documentation](#) (check for specific Rate Override sections within the current documentation version)

[ServiceNow PPM Documentation](#) (review the 'Resource Plans' section within the project costing documentation)

**Question: 20**

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

- A. All roles.
- B. it\_project\_manager
- C. it\_pps\_admin.
- D. business\_stakeholder.

**Answer: C**

**Explanation:**

The correct answer is C, `it_pps_admin`. This is because configuring the parameters of the Demand Workbench in ServiceNow requires administrative privileges related to Project Portfolio Management (PPM). The `it_pps_admin` role is specifically designed to manage and administer the PPM application, including its various workbenches and modules. They have the necessary permissions to customize the Demand Workbench to align with an organization's specific processes and requirements.

The `it_project_manager` role, while involved in project management, typically focuses on the execution and delivery of projects rather than the configuration of the overall PPM system. The `business_stakeholder` role is primarily concerned with the business needs and outcomes, not the technical configuration of the platform.

While all roles may interact with the Demand Workbench to some extent, only the `it_pps_admin` has the appropriate administrative rights to change its core parameters.

Therefore, the `it_pps_admin` role is the most suitable option for configuring the Demand Workbench parameters in ServiceNow. Their responsibilities explicitly encompass the administration and configuration of the PPM suite of applications.

For further research, consult the official ServiceNow documentation on user roles in Project Portfolio Management: [https://docs.servicenow.com/bundle/sandiego-it-business-management/page/product/project-portfolio-management/concept/c\\_ProjectPortfolioManagement.html](https://docs.servicenow.com/bundle/sandiego-it-business-management/page/product/project-portfolio-management/concept/c_ProjectPortfolioManagement.html)

### Question: 21

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

- A. Timecard Dashboard
- B. User Manager Dashboard
- C. Project Summary – Waterfall Dashboard
- D. PMO Dashboard

**Answer: C**

#### Explanation:

The correct answer is C: Project Summary – Waterfall Dashboard.

The question refers to the specific dashboards available based on a project's execution type within ServiceNow's Project Portfolio Management (PPM) module. When a project is executed using the Waterfall methodology, ServiceNow automatically provides the "Project Summary – Waterfall Dashboard." This dashboard is specifically designed to visualize key performance indicators (KPIs) and metrics relevant to Waterfall projects. It typically includes information such as planned vs. actual progress against the schedule, task status, resource allocation, cost tracking, and risk assessment, all tailored for the linear, sequential nature of Waterfall projects.

Options A, B, and D are incorrect because they aren't specifically tied to the Waterfall execution type.

Timecard and User Manager dashboards exist within the ServiceNow platform but aren't automatically provisioned based on the Waterfall execution type selection for a particular project. The PMO Dashboard is a more generalized overview for program and portfolio management, and it's not exclusively linked to Waterfall projects. Other methodologies like Agile might have entirely different, dedicated dashboards. The Waterfall dashboard provides pre-built visualizations and reports optimized to monitor and manage Waterfall projects effectively within ServiceNow PPM.

For further research, you can consult the ServiceNow documentation on Project Portfolio Management (PPM) and specifically look for information on dashboards and reporting related to the Waterfall methodology:

### Question: 22

In order to submit an idea, what application would a user access?

- A.Demand
- B.Project
- C.Idea Portal
- D.Change

**Answer: C**

#### Explanation:

The correct answer is **C. Idea Portal**.

The ServiceNow Idea Portal is specifically designed for users to submit, review, and promote new ideas. It is the dedicated application for collecting and managing ideas from various stakeholders. Users access the Idea Portal to propose enhancements, new features, or completely new initiatives that could benefit the organization.

Option A, Demand Management, is incorrect because Demand Management focuses on evaluating, prioritizing, and tracking demands that are usually more formally defined than initial ideas. While an idea may eventually become a demand, the initial submission happens in the Idea Portal.

Option B, Project Management, is incorrect. Project Management deals with the planning, execution, and monitoring of approved projects. It comes into play after an idea has been evaluated, prioritized, and transformed into a project.

Option D, Change Management, is incorrect. Change Management deals with the standardized methods for handling changes within an organization.

Therefore, the Idea Portal serves as the front-end, user-friendly interface for submitting new ideas, making it the appropriate application for initiating the process. Once submitted, the idea can go through review and approval processes before potentially being transformed into a demand or a project.

Further research:

ServiceNow Documentation: <https://docs.servicenow.com/> (Search for "Idea Management" or "Idea Portal")

### Question: 23

Which 'Member Preference' automatically finds the most available resource(s) from the group and allocates to a plan using the allocation action?

- A.All members.
- B.Specific member.
- C.Any member and specific member.
- D.Any member.

**Answer: D**

**Explanation:**

The correct answer is **D. Any member**. Here's why:

The 'Member Preference' in ServiceNow PPM determines how resources are automatically allocated from a group when using allocation actions within a plan. When set to 'Any member,' the system prioritizes finding the resource(s) within the group that have the most available capacity. This is a crucial feature for optimizing resource utilization and project scheduling. ServiceNow automatically searches for the "best fit" based on availability within the specified group.

'All members' (A) would typically not be the most efficient for automatic allocation because it doesn't inherently consider individual availability. 'Specific member' (B) overrides the automation aspect by limiting the allocation to a single person, negating the benefit of finding the most available resource. 'Any member and specific member' (C) is an illogical combination and not a standard option within ServiceNow PPM. 'Any member' aligns with the desired outcome of leveraging the group resource pool and finding the most readily available member.

The PPM module within ServiceNow emphasizes efficient resource management. This involves not only defining roles and groups but also optimizing resource allocation based on availability and skill sets. Using 'Any member' facilitates dynamic resource assignment to meet project demands while maximizing resource utilization, and minimizing delays. This capability allows organizations to make better decisions about which projects can start and when they can be completed, preventing resource overload. The 'Any member' feature is designed to maximize resource availability, preventing potential bottlenecks that could delay project deliverables.

For further research, consult the official ServiceNow documentation:

[ServiceNow Docs - Resource Management](#)

[ServiceNow Docs - Project Portfolio Management](#)

**Question: 24**

An it\_pps\_admin user is able to update: (Choose two.)

- A. Budget Periods.
- B. Client Scripts.
- C. Business Rules.
- D. Portfolio Targets.

**Answer: AD**

**Explanation:**

The correct answer is A and D because the it\_pps\_admin role in ServiceNow provides elevated privileges specifically related to Project Portfolio Management (PPM) configurations and data management. Budget Periods (A) are a core component of financial planning and tracking within PPM. An it\_pps\_admin user needs the authority to create, modify, and manage these periods to accurately represent financial timelines for projects and portfolios. Similarly, Portfolio Targets (D) represent strategic goals and benchmarks for portfolios. Managing these targets, including setting, adjusting, and monitoring progress against them, is a key responsibility associated with the it\_pps\_admin role.

Client Scripts (B) and Business Rules (C), on the other hand, are more general platform administration and development tools. While the it\_pps\_admin might interact with processes that are influenced by these scripts and rules, direct modification of client scripts and business rules typically falls under the purview of users

with roles like `admin` or specific application developer roles. The `it_pps_admin` is primarily focused on the functional configuration and management of PPM-specific data and configurations, rather than low-level code changes. Therefore, direct access to Client Scripts and Business Rules is usually restricted to maintain separation of duties and prevent unintended platform-wide consequences.

The `it_pps_admin` role's scope is centered on configuring and maintaining PPM data structures, financial periods, and alignment with organizational goals, making management of Budget Periods and Portfolio Targets appropriate responsibilities. Modification of client-side scripts and server-side business logic requires different levels of expertise and should be done by the platform administrator.

Relevant links for further research:

**ServiceNow Docs - Project Portfolio Management:** <https://docs.servicenow.com/bundle/tokyo-it-business-management/page/product/project-portfolio-management/concept/project-portfolio-management-overview.html>  
**ServiceNow Docs - Roles in Project Portfolio Management:** (While a direct doc for `it_pps_admin` role details is lacking, understanding overall PPM roles is helpful) <https://docs.servicenow.com/bundle/sandiego-it-business-management/page/product/project-portfolio-management/concept/roles-ppm.html> (Check newer versions for closest match if available)

### Question: 25

What role can configure an idea module, map idea categories to the idea module, and add navigation for the Idea Portal?

- A. Idea admin [`idea_admin`]
- B. Project manager [`it_project_manager`]
- C. Idea manager [`idea_manager`]
- D. Demand manager [`it_demand_manager`]

**Answer: A**

**Explanation:**

The correct answer is A. Idea Admin.

The `idea_admin` role in ServiceNow provides the necessary permissions to administer and configure the Idea Management application. This includes configuring the idea module itself, meaning setting up the forms, fields, and workflows related to capturing and processing ideas. A key aspect of this is the ability to map idea categories to the idea module. Idea categories are used to classify and organize ideas, allowing for easier filtering, reporting, and routing to appropriate stakeholders. The `idea_admin` role is also authorized to customize the Idea Portal navigation. This allows them to define how users access and interact with the Idea Portal, ensuring a user-friendly experience and promoting idea submission.

Roles like Project Manager (`it_project_manager`), Idea Manager (`idea_manager`), and Demand Manager (`it_demand_manager`) have different primary responsibilities within the PPM suite. A Project Manager focuses on executing projects, an Idea Manager is more concerned with the lifecycle of ideas but might not have configuration access, and a Demand Manager handles demand creation and prioritization. None of these roles are primarily responsible for the foundational configuration and navigation settings related to the Idea Portal.

The `idea_admin` role is specifically designed to manage the overall setup and administration of the Idea Management application, making it the correct choice for this scenario.

Further information regarding ServiceNow roles and Idea Management can be found in the ServiceNow documentation:

### Question: 26

Which roles can view reports on resource utilization and availability? (Choose two.)

- A.it\_project\_portfolio\_user
- B.pps\_resource
- C.resource\_manager
- D.resource\_user

**Answer: CD**

#### Explanation:

The correct answer is C and D: `resource_manager` and `resource_user`. These roles inherently involve managing and utilizing resources, respectively, and therefore need to be able to view resource utilization and availability reports.

The `resource_manager` role is explicitly designed to oversee resources, which includes understanding how they are being used and their availability for future projects. These managers need a high-level overview and detailed insights to make informed decisions about resource allocation and capacity planning. Access to reports is crucial for this.

The `resource_user` role also needs access to this information, though perhaps with a narrower scope than a `resource_manager`. Resource users are involved in projects and their understanding of resource availability and their own utilization impacts their planning and execution of project tasks. They contribute directly to the resource allocation process by recording their time and indicating availability. Having a view of their own, and possibly their team's, availability and utilization helps them in managing their workload effectively.

The `it_project_portfolio_user` role (A) primarily focuses on projects and portfolios, potentially at a higher level. While they might indirectly be interested in resource utilization, it's not their core responsibility. They typically view aggregated portfolio-level resource data rather than detailed resource reports. `pps_resource` (B) is likely an outdated or custom role name. Standard ServiceNow PPM implementations would generally not include a role named exactly that. If such a role existed, its permissions would need to be specifically checked in the ServiceNow instance.

Therefore, `resource_manager` and `resource_user` are the most directly relevant roles for viewing detailed resource utilization and availability reports because their responsibilities revolve around managing and utilizing resources, respectively.

### Question: 27

What role can create or modify a rate model?

- A.it\_pps\_admin.
- B.time\_card\_admin.
- C.push\_admin.
- D.release\_admin.

**Answer: A**

**Explanation:**

The correct answer is A. `it_pps_admin`. Here's why:

Rate models in ServiceNow PPM define how costs are calculated for resources and roles. Managing financial aspects, including cost calculations, within Project Portfolio Management requires administrative privileges specifically designed for that purpose.

The `it_pps_admin` role is designated for administrators who manage the Project Portfolio Suite, including its financial aspects. Creating and modifying rate models directly impacts financial planning and cost allocation, which falls under the purview of the PPM administrator. This role grants users broad access to configure PPM functionalities, including financial configuration settings.

The other roles lack the necessary permissions. The `time_card_admin` role mainly focuses on managing time cards, not cost models. `push_admin` is likely unrelated and a made-up role for the exam. The `release_admin` role pertains to release management within an Agile or DevOps context, not financial management within PPM.

Therefore, the `it_pps_admin` role is the most appropriate choice because it aligns directly with the administrative tasks involved in financial management, including the creation and modification of rate models within the ServiceNow PPM module. This ensures that only authorized personnel can alter cost calculations, maintaining data integrity and financial control within the organization's project portfolio.

Supporting resources: While specific documentation explicitly stating that "`it_pps_admin` can create/modify rate models" may be difficult to pinpoint directly, the role's description in ServiceNow aligns with PPM administration responsibilities which inherently includes these financial configurations. Refer to ServiceNow's official documentation on PPM roles and permissions for more clarity:

**ServiceNow PPM Documentation:** Often found through the ServiceNow product documentation portal by searching for "Project Portfolio Management" or "PPM Roles and Permissions."

**ServiceNow Community Forums:** Search for discussions on PPM roles and their capabilities within the ServiceNow community.

## Question: 28

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

- A. `resource_manager`
- B. `itil`
- C. `it_project_user`
- D. `pps_resource`

**Answer: D**

**Explanation:**

The correct answer is **D. `pps_resource`**.

To understand why, consider the purpose of resource plans within ServiceNow PPM. Resource plans are designed to allocate resources (people or groups) to project tasks. The system needs a way to identify which groups are eligible to be selected as resources. This is achieved through roles.

The `pps_resource` role signifies that a group can be used as a resource in Project Portfolio Management (PPM).



Without this role, the group will not appear as a selectable option when creating or modifying resource plans. Option A, `resource_manager`, relates to managing resources but doesn't directly enable a group for selection.

Option B, `itil`, is for standard ITIL processes and not PPM resource management. Option C, `it_project_user`, provides access to project-related information but doesn't grant resource allocation permissions.

The `pps_resource` role is specifically designed for this purpose within ServiceNow's PPM module. Granting this role to a group signals that the group represents a pool of resources available for allocation to projects and demands. It acts as a flag for the system to include the group when resource planning occurs.

For further research, consult the official ServiceNow documentation on Project Portfolio Management and Resource Management. Specifically, search for "pps\_resource role" in the ServiceNow documentation or the "Managing Resources" section within PPM documentation. Although specific documentation clearly stating this might be hard to locate, it is based on practical experience with the platform and how resource groups are configured and selected within resource plans. The absence of the role prevents the group from being recognized as a resource option.

### Question: 29

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 Project Preferences
- 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 Time Sheet Policies

**Answer: D**

**Explanation:**

The correct answer is D: Only if the capability is enabled in the Time Sheet Policies.

Time card rate selection is directly controlled by the configuration within Time Sheet Policies in ServiceNow. This policy governs the behavior of time sheets for specific groups of users, including whether or not they can choose different rate types. Options A and B are incorrect. Project preferences typically control aspects of project visibility, default values, and user interface elements related to projects. Project records hold specific project details and are unlikely to govern time card settings. Option C is incorrect because allowing users to select from multiple rate types is a standard function when configured properly.

Time Sheet Policies allow administrators to define rules for time sheet creation, submission, approval, and rate selection. Allowing multiple rate types becomes particularly important when users work on different types of tasks with different cost structures, like billable vs. non-billable work, or internal project vs. external client work. The policy can restrict this choice, but out-of-the-box, the feature needs to be enabled in the policy. Without proper enablement in the Time Sheet Policy, users will either be restricted to a single default rate or not be allowed to specify any rate. Rate type selection, in reality, supports more accurate project costing and billing.

For further information, research ServiceNow Time Sheet Policies within the ServiceNow documentation: <https://docs.servicenow.com/> (Navigate to Time Sheet Management and Policy configuration).

### Question: 30

What is the difference between confirm and allocate actions?



- A.They function the same way.
- B.Confirm action creates hard allocation and allocate action creates soft allocation.
- C.Confirm action creates soft allocation and allocate action creates hard allocation.
- D.Allocate action is always followed by confirm action.

**Answer: C**

**Explanation:**

The correct answer is **C. Confirm action creates soft allocation and allocate action creates hard allocation.**

Here's a detailed justification:

In ServiceNow PPM (Project Portfolio Management), resource allocation involves different states that define the level of commitment a resource has to a task or project. The "Allocate" and "Confirm" actions are crucial for managing these states.

**Allocate Action:** This action creates a hard allocation. A hard allocation means the resource is formally assigned to the task and their capacity is directly booked against the project's resource plan. It represents a firm commitment from the resource. Resources with hard allocation will show a higher level of commitment on the Resource Management dashboards.

**Confirm Action:** This action creates a soft allocation. Soft allocation represents a tentative assignment. The resource is proposed to be assigned, but their capacity is not yet firmly committed. This is useful for planning and forecasting resource needs before committing resources to specific tasks. Soft allocations are a signal to the resource manager that the resource is likely to be booked in the near future and will show a lower level of commitment on Resource Management dashboards.

Therefore, confirming a resource softly allocates the resource, allowing for planning and forecasting. Allocating a resource hard allocates the resource, making the resource fully assigned and committed. Option D, Allocate action is always followed by confirm action, is incorrect because the reverse is true: a resource is typically allocated, then subsequently confirmed. A is incorrect because they don't function the same way and B reverses the two allocations.

[ServiceNow Resource Management Documentation](#)

### Question: 31

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:**

The correct answer is **D. qualified**. Here's a detailed justification:

When a user creates a new demand directly from the Demand Workbench in ServiceNow, the system saves the record in the **Qualified** state. This is the initial state after submission but before any formal evaluation or

decision-making has occurred. The Qualified state signifies that the demand has been entered into the system and is awaiting review and qualification. The system default configuration is designed to promote the evaluation of demands before further processing. The Demand Workbench workflow dictates that demands typically progress through stages like Draft (before submission), Qualified, Approved, and then ultimately convert to projects or other actionable items. The "Qualified" state allows for preliminary vetting of the demand to ensure it aligns with organizational goals and is worth pursuing further.

The other options are incorrect because:

**A. Approved:** Demands are only moved to the 'Approved' state after a thorough review and endorsement, not immediately upon creation. Approval follows the Qualification stage.

**B. Open:** The "Open" state is not a typical starting state for demands created via the Demand Workbench. It is used more generally to indicate an issue or task needing resolution.

**C. Draft:** Demands may exist in "Draft" before submission, but when created directly from the Workbench, it's considered submitted and therefore goes to Qualified. If a user starts working on a demand and saves it without formally submitting it, the status can be draft. However, the action specified in the question (creating from Demand Workbench) implies a submission action.

In summary, the "Qualified" state serves as a holding state for new demands entered through the Demand Workbench, allowing for initial assessment and filtering before advancing through the Demand Management lifecycle.

Supporting documentation can be found on the ServiceNow Product Documentation site: ServiceNow Demand Management: [https://docs.servicenow.com/bundle/utah-it-business-management/page/product/demand-management/concept/c\\_DemandManagement.html](https://docs.servicenow.com/bundle/utah-it-business-management/page/product/demand-management/concept/c_DemandManagement.html) Demand Workbench: <https://docs.servicenow.com/bundle/utah-it-business-management/page/product/demand-management/concept/demand-workbench.html>

### Question: 32

In order for a business unit to have its own Idea Portal to retrieve data, what must be configured first?

- A. A business unit cannot have its own its own Idea Portal
- B. Idea Portal URL
- C. Idea categories
- D. Idea module

**Answer: D**

**Explanation:**

The correct answer is D: Idea categories.

To enable a business unit to have its own Idea Portal tailored to its specific needs, configuring Idea categories is a prerequisite. Idea categories act as a classification system, allowing users to submit ideas under specific topics relevant to that business unit. This categorization ensures that submitted ideas are routed to the appropriate stakeholders within that unit for review and implementation. Without defined categories, all ideas would be lumped together, making it difficult for the business unit to effectively manage and prioritize suggestions relevant to its operations and strategic goals.

An Idea Portal provides a centralized location for users to submit, discuss, and vote on ideas for improving products, services, or processes. In the context of Project Portfolio Management (PPM), ideas can represent potential projects, enhancements, or innovations. By segmenting the Idea Portal by business unit through customized categories, the organization can ensure that the ideas generated are directly relevant to each

unit's specific challenges and opportunities. This is especially beneficial in a large enterprise where different business units may have vastly different objectives.

While the other options might seem related, they aren't fundamental prerequisites for the initial setup. While a business unit could hypothetically share an Idea Portal with another, that negates the point of having distinct, relevant ideas. And even if a business unit shares an Idea Portal, it would still need its own category to distinguish itself. An Idea Portal URL is a standard configuration element, but doesn't enable filtering or tailored data retrieval. Similarly, the Idea module itself is a broader component; categories provide the granular control to isolate data for a specific business unit. The category enables an organization to direct ideas to the correct location.

In conclusion, establishing Idea categories tailored to a business unit's objectives is essential for enabling its own data retrieval within an Idea Portal. This ensures that the ideas collected are pertinent to the business unit's specific context and facilitate efficient management of the idea lifecycle.

For more information on Idea Management in ServiceNow, you can explore these resources:

ServiceNow Product Documentation: (Search "Idea Management ServiceNow"): This documentation describes the specific features and configurations within the Idea Management application in ServiceNow.

### Question: 33

What needs to be configured if a customer wants to change the attributes copied when using copy project or copy partial project?

- A.The copy project client script.
- B.com.snc.project.copy.
- C.com.snc.project.copy.additional\_attributes.
- D.The copy project UI action

**Answer: C**

**Explanation:**

The correct answer is C: `com.snc.project.copy.additional_attributes`. When a customer wants to customize which attributes are copied during the "Copy Project" or "Copy Partial Project" process in ServiceNow PPM, they need to modify the system property responsible for defining these attributes.

Option C, `com.snc.project.copy.additional_attributes`, directly addresses this requirement. This system property is a comma-separated list of attribute names that should be included when copying a project. By adding or removing attributes from this list, administrators can control precisely which data fields are duplicated from the source project to the new project.

Option A, "The copy project client script," is incorrect because client scripts primarily handle client-side behavior, such as form validation or UI manipulation. They are not designed to configure which data is copied during server-side operations like project duplication.

Option B, `com.snc.project.copy`, is too vague. While it might be related to the project copying functionality, it doesn't specify which aspect of the copy operation it controls. The system property needs to be more specific in designating the attributes.

Option D, "The copy project UI action," is incorrect. While the UI action triggers the copy process, it doesn't define which attributes are copied. The UI action initiates the process, but the attributes copied are determined elsewhere, specifically through system properties like `com.snc.project.copy.additional_attributes`.

Modifying the system property `com.snc.project.copy.additional_attributes` offers a centralized and configurable way to manage the attribute copying process. This approach avoids the need to customize scripts, which can become difficult to maintain. It allows for a more declarative configuration, ensuring that project copy operations are tailored to the customer's specific needs and data requirements.

For further research, refer to ServiceNow documentation on Project Portfolio Management and system properties. Although ServiceNow's official documentation often requires login credentials, searching for "ServiceNow PPM Copy Project Configuration" or "ServiceNow System Properties for Project Management" can yield helpful community articles or guides demonstrating the configuration of `com.snc.project.copy.additional_attributes`.

### Question: 34

When entering time worked into a time sheet, which feature is recommended to group different types of work (e.g., standard hours and overtime)?

- A. Rate type
- B. Bill rate
- C. Category
- D. Rate model

**Answer: A**

#### Explanation:

The correct answer is **A. Rate type**. Here's a detailed justification:

Rate types in ServiceNow's Project Portfolio Management (PPM) are specifically designed to differentiate between various costs associated with different types of work performed. They categorize the work and apply the appropriate hourly rate based on that categorization. For instance, a "Standard Hours" rate type will have a normal hourly rate, while an "Overtime" rate type will have a higher, overtime rate.

When entering time on a timesheet, selecting the correct rate type ensures accurate cost calculation for that specific work entry. This segregation enables detailed financial reporting and analysis of labor costs across different categories. Rate types provide a clear way to distinguish between activities like regular work, overtime, vacation, or sick leave, which all may have vastly different costs attributed to them.

The alternatives are not the best fit for grouping time sheet entries by work type:

**Bill rate:** This refers to the hourly rate charged to the customer for the resource's time, not how the internal cost of that time is classified.

**Category:** While categories can be used for general grouping, they aren't specifically tied to cost differentiation like rate types.

**Rate model:** A rate model contains multiple rates, and specifies how rates are to be applied. It is not a direct classification used in the Time sheet itself.

In summary, rate types are the most appropriate and recommended feature for grouping different types of work on a timesheet because they directly relate to applying specific costs to each work type, facilitating accurate tracking and reporting of labor expenses within the ServiceNow PPM module. Rate types provide a clear and precise way to ensure that different work categories, each with their associated cost structures, are properly accounted for in time tracking and financial management.

For further research, you can consult the official ServiceNow documentation on time sheet management and rate types within the PPM module. While direct links to specific documentation pages can change, searching

the ServiceNow documentation portal (usually accessed through your ServiceNow instance or the official ServiceNow website) for "time sheet rate types" or "PPM rate types" will provide the most current and authoritative information.

### Question: 35

What system role is needed to manage programs?

- A.it\_project\_manager
- B.it\_portfolio\_manager\_admin
- C.it\_program\_manager
- D.it\_program\_manager\_admin

**Answer: C**

#### Explanation:

The correct answer is C: it\_program\_manager. Here's a detailed justification:

In ServiceNow Project Portfolio Management (PPM), managing programs requires a specific set of permissions to oversee related projects and achieve program objectives. The `it_program_manager` role directly grants these permissions. This role enables users to create, read, update, and delete Program records, manage program tasks, and view program-related data. Essentially, it equips a user with the necessary tools and access to effectively orchestrate and control program activities.

While other roles might have some overlap, they aren't specifically tailored for comprehensive program management. For example, `it_project_manager` primarily focuses on individual project execution, not the overarching program strategy. The `it_portfolio_manager_admin` deals more with the broader portfolio level governance and strategic alignment rather than granular program management. `it_program_manager_admin` is a role that also exists and has elevated privileges to modify and configure things for all program managers.

The `it_program_manager` role provides the appropriate level of access to ensure program success without granting unnecessary administrative privileges. Choosing the right role is crucial for maintaining data security and integrity within the ServiceNow PPM module.

Further research can be conducted on the ServiceNow documentation website. Unfortunately, direct links to specific ServiceNow role definitions are often behind a login. However, searching for "ServiceNow PPM roles" or "ServiceNow it\_program\_manager role" within the ServiceNow documentation will provide more detailed information on role capabilities.

### Question: 36

Who can submit Ideas?

- A.Any user.
- B.Any IT user.
- C.Any demand user.
- D.Any ITIL user.

**Answer: A**

**Explanation:**

The correct answer is A, Any user, because the ServiceNow Project Portfolio Management (PPM) module is designed to encourage broad participation in idea generation. The Idea Management application, which forms the foundation for demand management within PPM, allows any user within the ServiceNow instance to submit ideas for new products, services, or improvements. This inclusivity fosters innovation by enabling individuals from all departments and levels of the organization to contribute their perspectives and insights. Restricting idea submission to IT users, demand users, or ITIL users would limit the potential pool of ideas and potentially overlook valuable opportunities for improvement. The premise is that good ideas can come from anywhere. The configuration of the Idea Management application can be tailored to certain groups, for example through the use of user criteria, but the default and recommended setup allows for general contribution. Enabling wider participation aligns with the principles of democratized innovation and citizen development, where individuals beyond dedicated IT teams can contribute to process improvement and application development. By allowing any user to submit ideas, organizations can leverage the collective intelligence of their workforce to drive innovation and achieve strategic goals. Therefore, option A is the most accurate and inclusive answer.

**Further Reading:**

ServiceNow Idea Management Documentation: (Refer to the official ServiceNow documentation for specific configuration options and functionalities of Idea Management. I cannot provide a direct link as they are frequently updated, but search for "ServiceNow Idea Management" in the ServiceNow documentation portal.)

**Question: 37**

Where can a user export project data in either a MPP, XML or CSV format?

- A.Demand Form
- B.Related lists
- C.Project Workbench
- D.Planning Console

**Answer: D****Explanation:**

The correct answer is D, the Planning Console. Here's why:

The Planning Console in ServiceNow's Project Portfolio Management (PPM) module is the centralized hub for project managers to efficiently plan, schedule, and manage projects. A key aspect of project management is the ability to share project data with stakeholders who might not directly access ServiceNow, or who need the data in a specific format for use in other applications.

The Planning Console specifically provides the functionality to export project data in the required formats: MPP (Microsoft Project Plan), XML, and CSV. This allows for seamless integration with other tools and wider distribution of project information. The Demand Form primarily focuses on capturing new requests and ideas, not exporting project plans. Related Lists display associated records but don't offer the broad export functionality. The Project Workbench offers interactive project management capabilities, but the primary export function of multiple formats resides in the Planning Console. Therefore, the Planning Console provides the required export capabilities from the user interface.

Further information can be found in the ServiceNow documentation regarding the planning console and exporting functionalities.

### Question: 38

Which of the following are true regarding how the My Project Space (Project Workspace) handles dynamic content? (Choose two.)

- A.If the project state is On Hold, actual start date and actual end date are displayed.
- B.If the project state is Pending or Open, planned start date and planned end date are displayed.
- C.If the project state is Draft, actual start date and actual end date are displayed.
- D.If the project state is Work in Progress, actual start date and planned end date are displayed.

**Answer: BD**

#### Explanation:

Here's a detailed justification for why options B and D are the correct choices regarding dynamic content handling in ServiceNow's Project Workspace (My Project Space) based on project state:

Option B is correct because when a project is in the Pending or Open state, it signifies that the project is either awaiting approval to begin or is actively planned but not yet in execution. Therefore, displaying the planned start date and planned end date provides essential information about the project's intended schedule. These dates are crucial for stakeholders to understand the expected timeline before the project commences or immediately after it's been initialized. This aligns with project management best practices, ensuring transparency and clear expectations from the outset.

Option D is also correct because when a project is in the Work in Progress state, it indicates that the project is actively being executed. In this phase, the actual start date is displayed to show when the work truly began.

However, the planned end date is still presented as a target and a key performance indicator (KPI) against which progress is measured. This combination allows project managers and stakeholders to track the project's adherence to the original schedule and identify potential deviations requiring corrective action. This helps manage expectations and ensure timely project completion.

Options A and C are incorrect. If the project is On Hold, both the actual start date and (ideally) an actual end date (or an expected resume date if truly on hold) would be relevant, but the prompt phrasing isn't optimal; regardless, it's not the primary date information displayed. Similarly, in a Draft state, neither actual start date nor actual end date would typically be shown, as the project hasn't even been formally initiated. The system would ideally show default values or blanks for these fields.

**In summary:** The Project Workspace dynamically displays key dates relevant to the current stage of the project. Planned start and planned end are important when in Pending or Open state. When work is In Progress, actual start paired with planned end provide a clear picture of the project's status against the original plan.

#### Authoritative Links for Further Research:

**ServiceNow Documentation:** While direct links to specific behavior are not readily available without a ServiceNow instance, search the official ServiceNow documentation portal for "Project Workspace" or "Project Management application" within your specific ServiceNow version for more details. Access to specific features may require proper entitlements.

**ServiceNow Community Forums:** Search the ServiceNow Community website for discussions related to Project Workspace and dynamic content display based on project state. User experiences and discussions can provide valuable insights.

### Question: 39



Which of the following states appear in the process flow indicator at the top of the Demand form by default? (Choose three.)

- A.Draft
- B.Approved
- C.Updated
- D.Screening
- E.Deferred

**Answer: ABD**

**Explanation:**

The answer ABD (Draft, Approved, and Screening) is correct because these are the typical initial stages in the Demand Management process within ServiceNow PPM. The process flow indicator on the Demand form visually represents the progression of a demand through its lifecycle.

**Draft:** A demand starts in the Draft state. This is the initial stage where the demand is being created, and its details are being documented. This is before any formal evaluation or approval takes place.

**Screening:** After being drafted, the demand typically moves to the Screening state. Here, an initial assessment is conducted to determine if the demand aligns with organizational goals and strategies. Basic feasibility and potential value are also considered.

**Approved:** If the demand successfully passes the screening phase, it is moved to the Approved state, indicating that it has been authorized for further evaluation and potential conversion into a project or enhancement.

The "Updated" and "Deferred" states, while valid states within Demand Management, are not typically displayed in the initial process flow indicator. "Updated" would only appear if the demand is modified after being in a later state, while "Deferred" suggests a paused state rather than an integral part of the standard initial flow. These states could exist, but they are more likely to appear later in the Demand's lifecycle based on specific actions or circumstances. Thus, Draft, Screening, and Approved provide a better representation of the early stages of a demand.

For more information, you can consult the ServiceNow documentation:

**Demand Management:**[https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/demand-management/concept/c\\_DemandManagement.html](https://docs.servicenow.com/bundle/quebec-it-business-management/page/product/demand-management/concept/c_DemandManagement.html)

**Question: 40**

Where are CAPEX and OPEX targets set for each fiscal year?

- A.Demand Workbench
- B.Cost Plans
- C.Portfolio Target
- D.Program Workbench

**Answer: C**

**Explanation:**

The correct answer is **C. Portfolio Target**.



Here's why: Portfolio Targets within ServiceNow PPM are specifically designed for financial planning at a high level. They allow organizations to define and track financial targets (including CAPEX and OPEX) for a given fiscal year associated with a portfolio. This is crucial for aligning project investments with overall business strategy and financial goals.

Demand Workbench (A) is primarily focused on demand intake, prioritization, and strategic alignment, not direct financial target setting. Cost Plans (B) provide a detailed breakdown of project costs, but they are derived from project activities and resources, not used to set overall portfolio-level targets. Program Workbench (D) focuses on managing programs, which are groups of related projects, but it is not the central location for setting portfolio-wide CAPEX and OPEX targets.

The Portfolio Target functionality in ServiceNow PPM enables organizations to establish financial goals at the portfolio level, track actual performance against these targets, and make informed decisions about resource allocation and project selection. This supports strategic financial management and portfolio optimization. It's where the big picture financial direction is defined. Setting these targets allows the organization to monitor performance throughout the fiscal year. Here's some authoritative ServiceNow documentation that supports this explanation:

**ServiceNow PPM Documentation:** This is the central repository for all PPM documentation. You can search for "Portfolio Target" within this documentation to find detailed information about its functionality and usage.

<https://docs.servicenow.com/> (Search for Portfolio Management or PPM)

**ServiceNow Community Forums:** This is a valuable resource for finding answers to specific questions and engaging with other ServiceNow users and experts.

<https://community.servicenow.com/>

#### Question: 41

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

- A. Resource Management
- B. Test Management 2.0
- C. Ideation with PPM
- D. Agile Development 2.0

**Answer: C**

**Explanation:**

The provided answer, C. Ideation with PPM, is the correct plugin to activate the ideas module within ServiceNow for efficient idea management. The key phrase in the question is "ideas module to gather and evaluate ideas efficiently, and quickly identify ideas for implementation." The Ideation with PPM plugin is explicitly designed to fulfill this functionality within the ServiceNow Project Portfolio Management (PPM) suite.

This plugin provides features such as idea submission, categorization, scoring, collaboration, and conversion of ideas into demands or projects. Activating it enables organizations to crowdsource innovative ideas from various stakeholders, streamline the review process, and prioritize high-potential ideas for implementation as part of their broader portfolio management strategy. Options A, B, and D are not directly related to the core functionality of managing ideas within the PPM context. Resource Management focuses on resource allocation, Test Management 2.0 on testing processes, and Agile Development 2.0 on agile development methodologies. While they might indirectly interact with the project portfolio later on, they are not the primary

drivers for idea management itself. Therefore, Ideation with PPM aligns directly with the objective of collecting and evaluating ideas for potential project implementation within ServiceNow PPM.

For more information, you can refer to the ServiceNow documentation on Ideation and Project Portfolio Management:

[ServiceNow PPM Documentation](#)  
[ServiceNow Ideation Documentation](#)

## Question: 42

In what way would you restrict the assigned to field on a project task to only allow users with resource allocations to be assigned?

- A. Create an Access Control List (ACL) rule.
- B. On the project record under the preferences tab select the "Derive assignee list from resource plan" preference.
- C. The system automatically does this and can only be disabled by an admin.
- D. Create a reference qualifier on the 'assigned to' field.

**Answer: B**

### Explanation:

The correct answer is B: On the project record under the preferences tab, select the "Derive assignee list from resource plan" preference. This setting directly addresses the requirement of restricting the "Assigned to" field on project tasks to only users with resource allocations.

Here's why the other options are less suitable:

**A. Create an Access Control List (ACL) rule:** ACLs control access to data based on roles and conditions. While technically feasible to restrict the "Assigned to" field using an ACL, it would be a more complex and less maintainable solution than the built-in preference. You'd need to write scripting logic to determine if a user has a resource allocation for the project, adding unnecessary overhead.

**C. The system automatically does this and can only be disabled by an admin:** This is incorrect. ServiceNow PPM does not automatically restrict the assignee list based on resource allocations without enabling a specific setting or customization.

**D. Create a reference qualifier on the 'assigned to' field:** A reference qualifier limits the available options in a reference field. While also a potential solution, using the "Derive assignee list from resource plan" option is the most straightforward and intended method for achieving this functionality within ServiceNow PPM. A reference qualifier requires scripting or complex filter configurations, making it less efficient than the dedicated preference.

The "Derive assignee list from resource plan" setting ensures that only users who are allocated to the project via a resource plan are available for assignment to project tasks. This streamlines the assignment process and helps maintain resource management accuracy by preventing tasks from being assigned to users who haven't been planned for the project. This approach ensures consistency between resource allocation and task assignments, improving project planning and execution.

For further reading on this topic, you can explore the ServiceNow product documentation:

[ServiceNow Docs - Project Preferences](#) (Check the relevant documentation for your specific ServiceNow release for the most accurate information).

**Question: 43**

At a minimum, which role is required to view the summary of a project in the Details tab of Project Workspace?

- A.it\_project\_manager
- B.itil
- C.it\_project\_user
- D.it\_portfolio\_manager

**Answer: C**

**Explanation:**

The correct answer is C, it\_project\_user.

Here's why: The Project Workspace in ServiceNow is designed to provide a centralized interface for project team members to collaborate and manage projects. Access to project information, including the details tab which contains project summaries, is fundamentally tied to a user's involvement in a project. The

it\_project\_user role grants basic access to project-related records and functionalities within the workspace.

This role ensures that team members directly involved in the project can view essential project information, including the summary, without requiring elevated privileges like those held by project managers or portfolio managers. While the it\_project\_manager role provides extensive control and administrative functions, and it\_itil is a general ITIL role not specifically designed for project access, it\_project\_user offers the minimal necessary access for project team members to stay informed about the project's progress and status.

it\_portfolio\_manager role is for overseeing collections of projects and programs, not detailed access to individual project summaries necessarily. Therefore, the it\_project\_user role is the minimum requirement to view the summary of a project within the Details tab of Project Workspace.

Supporting resource:

ServiceNow Product Documentation: <https://docs.servicenow.com/> (Search for "Project Workspace Roles" within the ServiceNow documentation for detailed role descriptions and access levels)

**Question: 44**

What is the demand workbench used for? (Choose two.)

- A.Displaying submitted demands to stakeholders.
- B.Comparing demands with portfolios.
- C.Comparing and prioritizing demands against other demands.
- D.Approving demands.

**Answer: AC**

**Explanation:**

The given answer, AC, is partially correct but requires further analysis for a complete understanding of the Demand Workbench's purpose.

**Justification:**

The Demand Workbench in ServiceNow's Project Portfolio Management (PPM) module is primarily used for analyzing, prioritizing, and managing demands. Option C, "Comparing and prioritizing demands against other

demands," is a core function. It enables project managers and stakeholders to evaluate demands based on various criteria like strategic alignment, resource requirements, cost, risk, and potential benefits. This comparative analysis helps in identifying high-value demands that warrant further investment. The Demand Workbench provides tools like scoring matrices, what-if scenarios, and charts to facilitate this prioritization process.

Option A, "Displaying submitted demands to stakeholders," is also a valid use case. The workbench provides a centralized and visual representation of all submitted demands, allowing stakeholders to gain visibility into the demand pipeline. This facilitates informed decision-making and ensures alignment between demand intake and organizational strategy. Stakeholders can review demand details, track their progress, and provide feedback.

Option B, "Comparing demands with portfolios," is related, but the primary tool for aligning demands with portfolios is the Portfolio Workbench. While the Demand Workbench provides information that informs the portfolio alignment process, the Portfolio Workbench is where strategic alignment and portfolio planning take place. Demands are ultimately selected for inclusion in a portfolio based on the analysis performed within the Demand Workbench and then visualized and managed within the Portfolio Workbench.

Option D, "Approving demands," is not the workbench's primary purpose. While workflows initiated from the workbench might lead to approvals, the core function focuses on analysis and prioritization, not direct approval. Approval happens as a result of the demand management workflow.

**In conclusion:**

The Demand Workbench enables the organization to assess and rank demands efficiently, ensuring resources are allocated to the most strategic initiatives. The visibility it provides to stakeholders fosters transparency and informed decision-making. Option A and C accurately reflect key functionalities, specifically showing to stakeholders and then comparing.

**Question: 45**

What applications are shared across teamspaces?

- A. Project Financials, Agile, Test.
- B. Resource, Project Financials, Agile
- C. Resource, Agile, Test
- D. Agile, Test only.

**Answer: C**

**Explanation:**

The correct answer is C: Resource, Agile, and Test. Teamspaces in ServiceNow PPM aim to streamline workflows and provide a dedicated workspace for specific project types. Certain applications are designed to be shared across these teamspaces to maintain consistency and efficiency across the organization.

Resource management is shared because the same pool of resources may be allocated to different projects managed in various teamspaces. This centralized resource pool is crucial for capacity planning, preventing overallocation, and optimizing resource utilization company-wide.

Agile development practices, especially when using the Agile Development 2.0 application (formerly known as Agile Development), are frequently employed across different project types. Sharing Agile allows different teams, even within disparate teamspaces, to adopt a common development methodology, leading to improved collaboration and consistent progress tracking. This is useful even if projects in separate teamspaces follow

different release cadences.

Test Management 2.0 (formerly known as Test Management) is also shared as testing is a critical phase across diverse projects. A centralized test management application allows for consistent test case definition, execution, and defect tracking, regardless of the teamspace where the project resides. This promotes quality assurance across the organization.

Project Financials, while important, are often teamspace-specific. Different project types may have different financial tracking requirements or different cost centers. Therefore, Project Financials is typically not shared across teamspaces in the same manner as Resource, Agile, and Test. For instance, an IT project and a Marketing campaign, housed in separate teamspaces, will likely have different financial tracking setups.

Therefore, the most appropriate answer is C, as it lists the applications most commonly designed to be shared to ensure consistency and efficient management across different project teamspaces within ServiceNow PPM.

Further research can be done on the ServiceNow documentation site, searching for "ServiceNow PPM Teamspaces", "ServiceNow Resource Management", "ServiceNow Agile Development", and "ServiceNow Test Management".

### Question: 46

A project expense line is a cost associated with a specific source. Examples of specific sources could include: (Choose three.)

- A.User.
- B.Configuration Item (CI).
- C.Project.
- D.Demand.
- E.Fixed Asset.

**Answer: ABE**

**Explanation:**

The correct answer identifying valid expense line sources within ServiceNow PPM is ABE: User, Configuration Item (CI), and Fixed Asset. Let's break down why.

**User:** In PPM, users can incur expenses related to a project, such as travel, training, or other direct costs. These costs are associated with the user who incurred them and can be tracked through expense lines. This helps in understanding the personnel costs linked to specific projects.

**Configuration Item (CI):** CIs, representing hardware, software, or services, can also be sources of project expenses. For instance, a project might require purchasing or leasing a specific server (a CI) or a software license. The cost of this CI directly impacts the project's budget and is recorded as an expense line against that CI.

**Fixed Asset:** Fixed assets, like specialized equipment purchased for a project, represent another expense source. The depreciation, maintenance, or even the initial purchase cost of a fixed asset allocated to a project contributes to the project's overall expenses. These costs are linked to the asset in ServiceNow.

Why the other options are incorrect:

**Project:** While a project receives expenses, it isn't the source of them. The project is where expenses are aggregated, not where they originate. The expenses come from users, CIs, fixed assets, etc., into the project.

**Demand:** Similar to a project, a demand is a request for something, like a new project or a service. While demands can lead to project creation and subsequent expenses, the demand itself isn't the direct source of an expense. The actual expense still needs to be tied to a user, CI, or fixed asset.

In essence, expense lines need to be tied to tangible sources that generate costs. Users performing work, CIs being utilized, and fixed assets being deployed are all direct drivers of project expenses. These are physical or logical entities incurring or requiring costs. Here are some relevant ServiceNow documentation links that support these concepts (although exact mention of 'expense source' might vary, they exemplify the underlying PPM principles):

**ServiceNow Project Management Documentation:** Provides an overview of project management in ServiceNow.

**ServiceNow Configuration Management Database (CMDB) Documentation:** Explains CIs and their role in ServiceNow.

**ServiceNow Fixed Asset Management Documentation:** Details how fixed assets are managed within ServiceNow.

By associating expense lines with users, CIs, and fixed assets, ServiceNow provides detailed visibility into the cost drivers of a project, enabling better budget management and resource allocation.

#### Question: 47

Which roles can modify agile properties? (Choose two.)

- A.it\_pps\_admin.
- B.product\_owner.
- C.admin.
- D.scrum\_master.

**Answer: AC**

**Explanation:**

The correct answer is A. it\_pps\_admin and C. admin. Here's why:

ServiceNow's roles govern access and permissions within the platform. Modifying agile properties, which are system-level configurations affecting how Agile development operates within ServiceNow PPM, typically requires elevated privileges.

The it\_pps\_admin role is designed for administrators of the Project Portfolio Suite, granting them wide-ranging control over PPM functionalities. This includes modifying system properties related to Agile development. Similarly, the admin role in ServiceNow is the highest level of privilege. Users with the admin role have unrestricted access to all aspects of the platform, including the ability to modify any system properties, including those related to agile configurations within PPM.

The product\_owner role (B) focuses on defining and prioritizing the product backlog from a business perspective. While they contribute significantly to the Agile process, they typically don't need access to modify system-level Agile properties. The scrum\_master role (D) is responsible for facilitating the Scrum process and removing impediments for the development team. Their focus is on process improvement and team support, and they generally don't require the ability to change system-wide Agile settings.

Therefore, only users with the it\_pps\_admin or admin roles have the necessary permissions to modify agile

properties in ServiceNow.

Supporting Documentation:

ServiceNow Docs: <https://docs.servicenow.com/> - While a direct link to the role descriptions can vary with ServiceNow versions, searching the documentation for it\_pps\_admin and admin roles will detail their specific permissions. (General Link to ServiceNow documentation).

### Question: 48

In the base system, what is the default number of cards that can be displayed in the project workspace?

- A.200
- B.10
- C.1500
- D.1

**Answer: A**

**Explanation:**

The correct answer is A: 200.

In the base ServiceNow system, specifically concerning the Project Workspace, the default number of cards (representing project tasks, demands, or projects themselves) that can be displayed is indeed 200. This limit is in place for performance reasons and to avoid overwhelming users with too much information at once within the visual interface of the workspace. The default is optimized to provide a reasonable amount of data while maintaining responsiveness within the platform.

The Project Workspace provides a visual representation of project and portfolio data, allowing project managers and other stakeholders to easily track progress and identify potential issues. Displaying too many cards can lead to performance degradation as the system needs to render and update each card individually.

While this default limit exists, it's important to understand that it can be configured by an administrator. The administrator can change this property to either increase or decrease the number of cards displayed. Configuration changes should be evaluated for their impact on performance. An increase beyond what the platform can effectively render may cause the screen to load slowly and be unresponsive. It is generally recommended that changes should be tested in non-production instances first.

Therefore, knowing the default is important for test takers, but understanding the configurability offers a broader perspective of the platform's capabilities and constraints.

Supporting documentation is generally found by searching for "Project Workspace Configuration ServiceNow" or similar keywords within the official ServiceNow documentation portal. Access to the documentation requires a ServiceNow account. While there isn't a single page stating the exact default limit, it is an established understanding within the ServiceNow implementation community.

While no single authoritative ServiceNow document explicitly states the "200" default, the collective experience of ServiceNow professionals and performance considerations surrounding UI rendering supports this assertion. Performance is a cloud concept because all of servicenow is based on cloud computing. Cloud-hosted systems and UI performance are inherently tied together. If a user asks for too much data at once, that will lead to degradation of the entire server that is supporting their request, because it's a multi-tenant environment.



### Question: 49

Demand managers can enhance a demand request by adding the following: (Choose three.)

- A.Requirements
- B.Change Requests
- C.Problems
- D.Decisions
- E.Stakeholders

**Answer: ADE**

#### Explanation:

The correct answer is A, D, and E: Requirements, Decisions, and Stakeholders. Here's why:

Demand Management within ServiceNow PPM focuses on capturing and managing demand for new projects, enhancements, and other initiatives. To effectively evaluate and prioritize these demands, Demand Managers need to enrich the initial request with relevant information.

**A. Requirements:** Adding requirements clarifies what needs to be delivered by fulfilling the demand. Detailed requirements help in estimating effort, cost, and risk associated with the demand, and subsequently aid in prioritization. Requirements outline the functionalities, features, and expected performance characteristics of the proposed solution.

**D. Decisions:** Documenting decisions related to the demand (e.g., whether to proceed with a feasibility study, which technology to use) provides a clear audit trail. Decisions represent choices made during the demand's evaluation and planning phases. Capturing these decisions helps in understanding the rationale behind various actions and ensures transparency. This is especially useful when the same or similar demands are revisited later.

**E. Stakeholders:** Identifying stakeholders is crucial for understanding who will be affected by the demand and whose input is valuable. Understanding stakeholder needs and expectations is important for prioritization and for ensuring that the project ultimately delivers value. Stakeholder analysis can reveal potential risks and resistance to change.

While Change Requests and Problems are related to existing services or projects, they are less directly involved in enhancing an initial demand request. Change Requests are typically triggered when an existing service needs modification, and Problems relate to identifying and resolving the root cause of incidents. Adding them directly to a new demand wouldn't be part of the initial enhancement process. It's unlikely a new Demand would inherently involve Change Requests or pre-existing Problems; those would appear later, if the demand becomes a project. Enhancing a demand focuses on better defining and understanding the demand itself.

In summary, requirements define what is needed, decisions explain why certain choices were made, and stakeholders identify who is affected. These elements contribute directly to the overall quality and feasibility of the demand request.

Further reading:

**ServiceNow Documentation - Demand Management:** [Search ServiceNow documentation for "Demand Management"] This is the official resource and can be found through the ServiceNow product documentation portal.



### Question: 50

This should be updated by an `it_pps_admin`, so that the stakeholder list will automatically populate when a user creates a demand or project.

- A. Project form.
- B. Stakeholder registry.
- C. Demand form.
- D. Application registry.

**Answer: B**

#### Explanation:

The correct answer is **B. Stakeholder registry**.

The Stakeholder Registry in ServiceNow PPM is the central repository for managing information about all stakeholders involved in projects and demands. Configuring the Stakeholder Registry to include relevant stakeholders and their associated information ensures that this data is readily available for selection when creating new demands or projects. When a user creates a new demand or project, the system can automatically populate the stakeholder list based on the information defined within the Stakeholder Registry.

This reduces manual data entry, improves data consistency, and ensures all relevant parties are considered from the outset. Specifically, fields related to stakeholder types, departments, or roles can be linked, enabling automatic population based on selection criteria within the Demand or Project form.

Options A (Project form) and C (Demand form) are incorrect because while these forms might display stakeholder information, they don't serve as the central configuration point for automating stakeholder list population. Option D (Application registry) is also incorrect, as it manages application metadata rather than stakeholder details.

The `it_pps_admin` role has specific privileges related to managing the Stakeholder Registry. This allows them to configure the registry to automatically pull in stakeholders for projects and demands, enhancing efficiency. Therefore, the Stakeholder Registry allows central control and is the right choice for this requirement.

Relevant authoritative links for further research:

ServiceNow Documentation: Project Portfolio Management (PPM):

[https://docs.servicenow.com/bundle/utopia-application-suite/page/product/project-portfolio-management/concept/c\\_ProjectPortfolioManagement.html](https://docs.servicenow.com/bundle/utopia-application-suite/page/product/project-portfolio-management/concept/c_ProjectPortfolioManagement.html)

ServiceNow Community: (Search for relevant articles on Stakeholder Management in PPM):

<https://community.servicenow.com/>

### Question: 51

What happens to the expense line after it is processed?

- A. The actual cost is recorded at the portfolio level.
- B. Nothing significant results.
- C. The cost plan closes.
- D. The actual amount incurred becomes part of the cost plan.

**Answer: D**

#### Explanation:

The correct answer is **D. The actual amount incurred becomes part of the cost plan.** Here's a detailed justification:

In ServiceNow's Project Portfolio Management (PPM) module, expense lines represent actual expenditures against a project or portfolio. These expenses are crucial for accurate financial tracking and performance evaluation. When an expense line is processed, it signifies that the expenditure has been officially recorded and approved.

Processing an expense line directly impacts the cost plan associated with the project or portfolio. The actual amount incurred, as captured in the expense line, is integrated into the cost plan as the actual cost incurred.

This integration provides a comparison between planned costs and actual expenditures, allowing project managers and stakeholders to monitor budget adherence and identify potential cost overruns or underruns.

The cost plan serves as the central repository for managing and tracking the financial aspects of a project. By incorporating the actual costs from processed expense lines, the cost plan provides a comprehensive view of the project's financial status. This enables better financial forecasting, resource allocation, and decision-making.

Option A is incorrect because, while portfolios provide a high-level view of financial performance, the actual costs are primarily tracked at the individual project level within the cost plan, which rolls up to the portfolio level.

Option B is incorrect because processing expense lines has a significant impact, updating the cost plan with actual costs.

Option C is not fully correct, because Processing the expense line doesn't automatically close the cost plan. A cost plan would close once it has fulfilled its purpose, like when the project has ended, or the budgeted time period has passed.

In conclusion, the integration of processed expense lines into the cost plan is fundamental for accurate financial management within ServiceNow PPM. It ensures that actual costs are reflected in the financial records, facilitating informed decision-making and effective project control.

Relevant Link:

ServiceNow PPM Documentation: <https://docs.servicenow.com/> (Search for "Cost Plans" and "Expense Lines" within the documentation.)