



Actual exam question from ServiceNow's CIS-PPM

Question #: 1

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 3

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 4

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 5

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 6

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 7

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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]
- D. PPM Standard [com.snc.financial_planning_pmo]

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 8

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 9

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 10

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 11

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 12

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 13

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 14

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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).

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 15

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 16

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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)

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 17

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 18

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 19

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 20

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 21

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 22

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 23

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 24

Topic #: 1

[\[All CIS-PPM Questions\]](#)

An it_pps_admin user is able to update: (Choose two.)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 25

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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]

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 26

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 27

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What role can create or modify a rate model?

- A. it_pps_admin.
- B. time_card_admin.
- C. push_admin.
- D. release_admin.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 28

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 29

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 30

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 31

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 32

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 33

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 34

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 35

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 36

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Who can submit Ideas?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 37

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer



Actual exam question from ServiceNow's CIS-PPM

Question #: 38

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 39

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 40

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 41

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 42

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 43

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 44

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 45

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What applications are shared across teamspaces?

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 46

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 47

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. it_pps_admin.
- B. product_owner.
- C. admin.
- D. scrum_master.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 48

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 49

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 50

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 51

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 52

Topic #: 1

[\[All CIS-PPM Questions\]](#)

A pps_admin role can configure the parameters that are displayed on a project card. The parameters displayed on a project card are derived from the records in what table?

- A. CMDB Health Scorecard [cmdb_health_scorecard_group].
- B. PM Home Page Card [pm_home_page_card].
- C. Project Time Card Exception [project_time_category].
- D. Theme [scrum_theme].

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 53

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What creates calendar entries on a user's individual calendar? (Choose two.)

- A. Approved resource plan.
- B. Allocated resource plan.
- C. Confirmed resource plan.
- D. Planned resource plan.

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 54

Topic #: 1

[\[All CIS-PPM Questions\]](#)

If the Agile Development 2.0 plugin is activated, an idea can be converted into which of the following task types? (Choose three.)

- A. Story
- B. SAFe epic
- C. Epic
- D. SAFe feature
- E. Project

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 55

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The RIDAC workflow can be modified by using which feature?

- A. Project Form
- B. Service Catalog
- C. Idea Portal
- D. Flow Designer

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 56

Topic #: 1

[\[All CIS-PPM Questions\]](#)

An it_project_manager can request resources by which of the following: (Choose two.)

- A. Hours.
- B. Person Days.
- C. Month.
- D. Day.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 57

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which of these tools allow you pinpoint over-allocated resources by viewing their negative availability values? (Choose two.)

- A. Project Workbench
- B. Resource Plan Logs
- C. Resource Allocation Workbench
- D. Resource Reports

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 58

Topic #: 1

[\[All CIS-PPM Questions\]](#)

How is a resource group's capacity derived for resource planning?

- A. Aggregate capacity of all its members.
- B. Stored in Resource_Aggregate_Daily table.
- C. Stored with Group Record.
- D. Stored in Resource_Allocation_Daily table.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 59

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The information displayed on Project Workspace is setup in which table?

- A. vtb_card
- B. pm_project
- C. pm_home_page_card
- D. vtb_card_history

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 60

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which capability allows users to view variances in a project's schedule?

- A. Move project
- B. Project Status Report
- C. Compare scheduled baselines
- D. Machine-learning algorithms

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 61

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What role can configure the default columns in the project planning console? (Choose two.)

- A. admin
- B. it_project_manager
- C. it_console_admin
- D. it_pps_admin

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 62

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which table stores daily capacity of a user?

- A. Resource_Aggregate_Daily.
- B. Resource_Allocation_Daily.
- C. User Profile.
- D. Resource_Event.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 63

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Users with what role can be considered for resource planning?

- A. it_user.
- B. pps_resource.
- C. it_project_user.
- D. it_pps_user.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 64

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What features are not included in a teamspace application but can be added in teamspace settings? (Choose two.)

- A. Workbench configuration.
- B. Idea.
- C. Project.
- D. Demand Assessments.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 65

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Is resource capacity derived from FTE or schedules?

- A. Only FTE.
- B. Both.
- C. Only Schedules.
- D. Neither.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 66

Topic #: 1

[\[All CIS-PPM Questions\]](#)

How is the Resource Management application activated?

- A. Installed with PPM Standard plugin
- B. Installed as part of Release Management plugin
- C. Installed as part of adding users
- D. Installed automatically as part of new system

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 67

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Can an it_project_manager convert a task to a milestone?

- A. Yes, it must be manually done from the project record.
- B. Yes, from the planning console right-click a task and select convert to milestone.
- C. No, the task must be deleted and re-created.
- D. No, this can only be done by an admin.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 68

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which field on the Idea Module form displays the unique identifier for the module, that is used as a parameter in the Idea Portal URL to direct users?

- A. Module ID
- B. Category Limit
- C. Module Name
- D. Idea Table

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 69

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which users have access the project administration application? (Choose two.)

- A. it_portfolio_manager
- B. it_pps_admin
- C. it_project_manager
- D. admin

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 70

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The Business Unit field on a Project or displays values from a specific table. What type of field is this?

- A. Reference.
- B. Conditions.
- C. Journal.
- D. List.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 71

Topic #: 1

[\[All CIS-PPM Questions\]](#)

If an it_project_manager does not want to equally distribute hours across the resource plan time frame, what allocation spread should be used?

- A. Front Load.
- B. Back Load.
- C. Any.
- D. Even.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 72

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Using the Request type field on a resource plan, which options can be used to request a resource? (Choose three.)

- A. Month
- B. Hours
- C. FTE
- D. Person Days
- E. Day

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 73

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What are the possible breakdown types of a cost plan breakdown? (Choose four.)

- A. Demand
- B. Requirement
- C. Project
- D. Task
- E. Portfolio
- F. Program

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 74

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Where is planned cost calculated from when requesting resources from a group and when resource role is specified?

- A. The task rate cards.
- B. The distribution costs.
- C. The hourly rate of the specified role.
- D. The CI rate cards.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 75

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What is a Program?

- A. A group of related projects and program activities.
- B. A group of related projects, ideas, demands, and task activities.
- C. A group of related projects, demands, and program activities.
- D. A group of related projects.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 76

Topic #: 1

[\[All CIS-PPM Questions\]](#)

If you want the project planned start date to remain the same despite the start date of the earliest task, what property would you disable?

- A. Roll up project start date from tasks [com.snc.project.rollup_project_start_date].
- B. Max date span into future or past from the current date for the project/project task [com.snc.project.task.check_date_span_years].
- C. Retain start on constraint on tasks after adding relations [com.snc.project.allow_start_on_relations].
- D. Max duration allowed for a project/project task [com.snc.project.task.max_task_duration].

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 77

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. it_project_manager
- B. it_pps_admin
- C. sys_admin
- D. it_program_manager

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 78

Topic #: 1

[\[All CIS-PPM Questions\]](#)

When creating a project from demand, what related records are moved and copied upon Project Creation?

- A. Resource Plan and Cost Plan.
- B. Resource Plan and Change Requests.
- C. Cost Plan and Assessment.
- D. Idea and Demand.

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 79

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. One.
- B. Two.
- C. Three.
- D. No Limit.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 80

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What is a data copy of the current project's task, schedule, or structure that can be used for comparison reporting later?

- A. Accrual
- B. Forecast
- C. Commitment
- D. Baseline

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 81

Topic #: 1

[\[All CIS-PPM Questions\]](#)

A checklist item record provides a name and what other element?

- A. Status field.
- B. Complete field.
- C. Percent complete field.
- D. Short description field.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 82

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. Application Level (Global).
- B. Program Level.
- C. Project Level.
- D. Portfolio Level.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 83

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What is a resource event?

- A. An external event.
- B. An event scheduled by a project manager.
- C. A block of time that a resource spends on a task.
- D. A non-scheduled activity impacting capacity.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 84

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What happens to resource allocations with actual hours after a resource plan is cancelled?

- A. The allocated hours remain until the project is closed.
- B. The allocated hours become zero and the actual hours are retained.
- C. A resource plan with actual hours cannot be canceled.
- D. They are automatically moved to the next resource plan in the project.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 85

Topic #: 1

[\[All CIS-PPM Questions\]](#)

A program is a container for the following except for:

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 86

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which related lists should primarily be used to capture financial data in a project? (Choose two.)

- A. Cost Plans
- B. Risks
- C. Programs
- D. Monetary Benefit Plans

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 87

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Use this table to configure the parameters displayed on a project card on the My Projects Space page of the Project Workspace.

- A. pm_toplevel_project
- B. project_template_config
- C. pm_project
- D. pm_home_page_config

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 88

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which statement defines the Project Workspace?

- A. A central location to view of all projects in a portfolio to prioritize work
- B. A central location for creating and managing projects
- C. A central location for viewing and assessing business demands
- D. A central location transform the navigation of lists and forms into an interactive graphical experience

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 89

Topic #: 1

[\[All CIS-PPM Questions\]](#)

A user's availability is calculated as:

- A. Allocated time
- B. Capacity minus allocation
- C. Allocated hours divided by the total capacity
- D. Sum of allocated and confirmed hours, divided by the total capacity

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 90

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

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

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 91

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which of the following can be used to calculate planned cost when creating a resource plan? (Choose two.)

- A. Default rate
- B. Rate card
- C. Demand rate
- D. Project rate

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 92

Topic #: 1

[\[All CIS-PPM Questions\]](#)

If a project manager is responsible for approving time sheets or submitting time cards on behalf of team members, they should be given what role?

- A. form_admin.
- B. approval_admin.
- C. timecard_admin.
- D. activity_admin.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 93

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which property controls the changes in cost and resource plans with respect to the change in the start date of a demand or project?

- A. 'Change Resource Plan, Cost Plan and Benefit Plan Start Date with Demand or Project Start Date Change'.
- B. 'Enable altering of planned date for task in WIP/Closed'.
- C. 'Rollup project start date from tasks'.
- D. 'Calculate ROI percentage based on a project's estimated cost and its net value'.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 94

Topic #: 1

[\[All CIS-PPM Questions\]](#)

If the 'Move project for WIP projects' property is enabled, project tasks associated with the project are also moved, except for tasks in which of the following states?
(Choose two.)

- A. Pending
- B. Closed
- C. Work in Progress
- D. Open

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 95

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Expenses and costs for a particular demand should be estimated before screening. When preparing the financials of a demand, what determines the present value of future cash flows?

- A. Financial Return.
- B. Planned ROI.
- C. Internal Rate of Return %.
- D. Discount Rate %.

[Show Suggested Answer](#)





Actual exam question from ServiceNow's CIS-PPM

Question #: 96

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Idea [im_idea_core] is directly extended from which table?

- A. Project
- B. It is not extended from any table.
- C. Idea Modules
- D. Task

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 97

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The Defect and Enhancement type choices on a demand form are available only when which plugin is installed?

- A. Agile Development 2.0
- B. Ideation with PPM
- C. Test Management 2.0
- D. Investment Funding for PPM

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 98

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. Issues
- B. Risk
- C. Status
- D. State

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 101

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. Change
- B. Strategic
- C. Defect
- D. Operational

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 102

Topic #: 1

[\[All CIS-PPM Questions\]](#)

On the demand form, what does the Discount Rate impact?

- A. Internal Rate of Return %.
- B. ROI.
- C. Financial Benefit.
- D. Net Present Value (NPV).

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 103

Topic #: 1

[\[All CIS-PPM Questions\]](#)

As a demand manager, you can view an artifact from a demand. What artifacts are part of a demand?

- A. Incidents, Problems, Change.
- B. Decision, Risk, Requirements.
- C. Project, Defect, Requests.
- D. Stories, Vulnerability Tasks, Enhancements.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 104

Topic #: 1

[\[All CIS-PPM Questions\]](#)

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

- A. Project Diagnostics.
- B. System Diagnostics.
- C. Edge Encryption Diagnostics.
- D. Analytics Diagnostics.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 105

Topic #: 1

[\[All CIS-PPM Questions\]](#)

In which scenario would using the Copy Project action NOT result in a new project record being created?

- A. When copying an existing project
- B. When copying a new project
- C. When copying sub-projects
- D. When copying partial projects

Show Suggested Answer



Actual exam question from ServiceNow's CIS-PPM

Question #: 106

Topic #: 1

[\[All CIS-PPM Questions\]](#)

When copying a source project to a target project, what fields are copied by default? (Choose three.)

- A. Number.
- B. Duration fields.
- C. Short description.
- D. Planned dates.
- E. State.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 107

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The Project management application supports two types of external dependencies. What are they? (Choose two.)

- A. Hard Dependency.
- B. Milestone Dependency.
- C. Soft Dependency.
- D. Task Dependency.
- E. Change Dependency.

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 108

Topic #: 1

[\[All CIS-PPM Questions\]](#)

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first:

- A. Configure the Project form
- B. Export the project to XML format
- C. Import your project
- D. Create custom fields in your ServiceNow instance

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 109

Topic #: 1

[\[All CIS-PPM Questions\]](#)

What is the formula for Committed Utilization?

- A. Allocated Hours/Capacity
- B. (Allocated Hours + Confirmed Hours)/Capacity
- C. Confirmed Hours/Capacity
- D. Assigned Hours/Capacity

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 110

Topic #: 1

[\[All CIS-PPM Questions\]](#)

How many days is the default sprint length if the length cannot be calculated from the sprint?

- A. 12
- B. 14
- C. 16
- D. 18

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 112

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Risks and issues submitted in which forms will be included in the Program record? (Choose three.)

- A. project
- B. idea
- C. demand
- D. program
- E. portfolio

Show Suggested Answer



Actual exam question from ServiceNow's CIS-PPM

Question #: 113

Topic #: 1

[\[All CIS-PPM Questions\]](#)

The Program Management application provides the following capabilities to the program manager (Choose three.)

- A. Create tasks specific to the program.
- B. Track program costs.
- C. Create a program by adding related projects and demands
- D. Create releases for sprints.
- E. Manage ideas specific to the program

Show Suggested Answer





Actual exam question from ServiceNow's CIS-PPM

Question #: 114

Topic #: 1

[\[All CIS-PPM Questions\]](#)

Which feature provides a central location for portfolio managers to create and track the roadmap for project and demand execution?

- A. Program Workbench
- B. Portfolio Workbench
- C. Project Workspace
- D. Demand Workbench

Show Suggested Answer

