Question 1

What is the first step in the process when configuring Portfolio Planning to work with ServiceNow Project Portfolio Management?

Options:

A- Create an alignment integration.

B- Create custom mapping configurations.

C- Generate default mapping configurations.

D- Create personalized portfolio plans.

Answer:

C

Explanation:

According to thePortfolio Planningdocument, the first step in the process when configuring Portfolio Planning to work with ServiceNow Project Portfolio Management is to generate default mapping configurations. This step creates the default mappings between the Portfolio Planning fields and the ServiceNow Project Portfolio Management fields. The other options are not correct, as they are not the

first step in the process. Creating an alignment integration is the second step, creating custom mapping configurations is the third step, and creating personalized portfolio plans is the fourth step.

Question 2

Demand assessments are triggered as soon as the demand enters what state?

Options:

A- Approved.

B- Screening.

C- Qualified.

D- Submitted.

Answer:

D

Explanation:

According to theCompleting Demand Assessmentsdocument, demand assessments are triggered as soon as the demand enters the Submitted state. The other options are not correct, as demand assessments are not triggered when the demand is Approved, Screening, or Qualified.

Question 3

Question Type: **MultipleChoice**

What information are users required to enter on a cost plan for a demand?

Options:

A- Cost type

B- Discount Rate %

C- Total planned cost

D- Functional currency

Answer:

A

Explanation:

According to theCost plan breakdowndocument, users are required to enter the cost type for each cost plan line item. Cost type is a mandatory field that specifies the type of cost, such as labor, software, hardware, etc. The other options are not required fields for a cost plan for a demand. Discount Rate % is an optional field that applies a discount rate to the cost plan. Total planned cost is a read-only field that displays the sum of the planned cost for all the cost plan breakdowns. Functional currency is a system property that defines the currency used for cost management.

Question 4

Question Type: **MultipleChoice**

What are the default project template configuration records available in the Template Config module?

Choose 3 answers

Options:

A- Project task

B- Project subtask

C- Project

D- Task

E- Project template

Answer:

A, C, E

Explanation:

the default project template configuration records available in the Template Config module are Project task, Project, and Project template. These records define the fields and values that are copied from the template to the project when a project is created from a template. The other options are incorrect because:

B)Project subtask: Project subtask is not a valid record in the Template Config module, as it is a child of the Project task record2.

D)Task: Task is not a valid record in the Template Config module, as it is a parent of the Project task record3.

1:12: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTaskTable.html3: https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/table-administration/concept/c_TableHierarchy.html

Question 5

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

Options:

A- cost_plan_breakdown

B- pm_project

C- cost_plan

D- expense_line

Answer:

A

Explanation:

According to the ServiceNow documentation1, the cost_plan_breakdown table stores the cost information for a specific fiscal period. This table contains the fields such as cost plan, fiscal period, amount, and currency. The other options are incorrect because:

B)pm_project: The pm_project table stores the information about projects, such as name, description, state, and status2.

C)cost_plan: The cost_plan table stores the information about cost plans, such as name, type, and project3.

D)expense_line: The expense_line table stores the information about expense lines, such as expense type, amount, and date4.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanBreakdownTable.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_CostPlanTable.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ExpenseLineTable.html

Question 6

Question Type: **MultipleChoice**

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

Options:

A- ROI.

B- Net Present Value (NPV).

C- Financial Benefit.

D- Internal Rate of Return %.

Answer:

B

Explanation:

According to the ServiceNow documentation1, the discount rate on the demand form impacts the net present value (NPV) of the demand. The NPV is the difference between the present value of the benefits and the present value of the costs of the demand. The discount rate is the rate used to discount future cash flows to their present value. A higher discount rate means that future cash flows are worth less in the present, and vice versa. The other options are incorrect because:

A) ROI: The ROI (return on investment) is the ratio of the net value to the estimated cost of the demand.The discount rate does not affect the ROI, as both the net value and the estimated cost are based on the present value of the cash flows2.

C) Financial Benefit: The financial benefit is the sum of the present value of the benefits of the demand.The discount rate does not affect the financial benefit directly, but only indirectly through the NPV calculation3.

D) Internal Rate of Return %: The internal rate of return % (IRR) is the discount rate that makes the NPV of the demand equal to zero.The discount rate does not affect the IRR, but rather the IRR is derived from the NPV equation4.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/reference/r_DemandTable.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandRate.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_FinancialBenefit.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_InternalRateOfReturn.html

Question 7

What minimum role is required to assign a time sheet policy to a user?

Options:

A- ppm_admin.

B- timecard_admin.

C- it_project_manager.

D- It is not possible to assign a time sheet policy to a user.

D- It is not possible to assign a time sheet policy to a user: This is false, as it is possible to assign a time sheet policy to a user by using the Time Sheet Policy field on the User form4.
1:32: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Roles.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectManagement.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/time-card-management/reference/r_TimeCardManagementRoles.html

Answer:

B

Explanation:

According to the web search results1, the timecard_admin role is the minimum role that is required to assign a time sheet policy to a user. A time sheet policy is a rule that controls the creation and operation of time sheets for resources who log time against work items. The timecard_admin role can create and modify time sheet policies, time sheet groups, and time sheet periods, as well as approve time sheets or submit time cards on behalf of team members. The other options are incorrect because:

A)ppm_admin: The ppm_admin role is a higher-level role that can access all Project and Portfolio Management modules and features, but it is not the minimum role required for assigning a time sheet policy to a user2.

C)it_project_manager: The it_project_manager role can create and manage projects, but not assign time sheet policies to users3.

Question 8

Which role is needed to group related projects and demands?

Options:

A- it_program_manager

B- it_project_manager

C- it_demand_manager

D- it_project_user

Answer:

A

Explanation:

According to the ServiceNow documentation1, the it_program_manager role is needed to group related projects and demands. This role can create and manage programs, which are containers for projects and demands that share a common goal or objective. The other options are incorrect because:

B)it_project_manager: The it_project_manager role can create and manage projects, but not group them into programs2.

C)it_demand_manager: The it_demand_manager role can create and manage demands, but not group them into programs3.

D)it_project_user: The it_project_user role can view and edit project tasks, but not create or manage projects, demands, or programs4.

1: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-management/concept/c_ProgramManagement.html2: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/concept/c_ProjectManagement.html3: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandManagement.html4: https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Roles.html