



# ServiceNow

## CIS-SPM Exam

**Certified Implementation Specialist - Strategic Portfolio Management**

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# Version: 4.0

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**Question: 1**

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

- A. pm\_project
- B. pm\_toplevel\_project
- C. pm\_home\_page\_config
- D. project\_template\_config

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**Answer: C**

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Explanation:

According to the ServiceNow documentation<sup>1</sup>, the pm\_home\_page\_config table is used to configure the parameters displayed on a project card on the My Projects Space page of the Project Workspace. The other tables are used for different purposes:

pm\_project: Stores information about projects<sup>2</sup>.

pm\_toplevel\_project: Stores information about top-level projects<sup>3</sup>.

project\_template\_config: Stores information about project templates.

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**Question: 2**

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

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

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**Answer: B**

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Explanation:

According to the ServiceNow documentation<sup>1</sup>, the Business Unit field on a Project or Demand form is a reference field that displays values from the cmn\_department table. A reference field stores a link to a record on another table, rather than storing the data directly in the field<sup>2</sup>.

1: [https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r\\_ProjectTable](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_ProjectTable) 2: [https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c\\_ReferenceFields](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/concept/c_ReferenceFields)

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### Question: 3

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What role can configure the default columns in the project planning console?

Choose 2 answers

- A. it\_pps\_admin
- B. it\_project\_manager
- C. it\_console\_admin
- D. admin

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**Answer: AD**

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Explanation:

According to the ServiceNow support article<sup>1</sup>, the it\_pps\_admin role can configure the default columns in the project planning console by modifying the pm\_project\_planning\_console list view. The admin role can also do this, as well as any other configuration on the platform<sup>2</sup>.

1: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0714565](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0714565) 2:

<https://www.certkillers.net>

[https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/concept/c\\_Roles](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/concept/c_Roles)

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**Question: 4**

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

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

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**Answer: C**

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Explanation:

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**Question: 5**

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

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

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**Answer: C**

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Explanation:

According to the ServiceNow documentation<sup>1</sup>, a demand manager can view and edit the following artifacts from a demand:

Decision: A decision that affects the demand or its outcome<sup>2</sup>.

Risk: A risk that could impact the demand or its outcome<sup>3</sup>.

Requirement: A requirement that defines the scope or functionality of the demand<sup>4</sup>.

The other options are not artifacts of a demand, but rather related entities that can be created from a demand or linked to a demand.

1: [https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c\\_DemandManagement](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/concept/c_DemandManagement) 2: [https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t\\_CreateADecision](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateADecision) 3: [https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t\\_CreateARisk](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateARisk) 4: [https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t\\_CreateARequirement](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/task/t_CreateARequirement)

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