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QUESTION 1

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

Correct Answer: D

According to the Using the Demand Workbench document, if a user creates a new demand from the demand workbench, the system saves the record in the qualified state and displays it on the bubble chart. The other options are not correct, as they are not the default state for a new demand created from the demand workbench. The approved state is the final state for a demand that has passed all the assessments. The open state is the initial state for a demand that is created from the Service Catalog. The draft state is the state for a demand that is created from the Demand form.

QUESTION 2

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

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

Correct Answer: C

According to the Innovation Management document, the plugin that activates the Ideas module to gather and evaluate ideas efficiently, and quickly identify ideas for implementation is Ideation with PPM. This plugin enables the Innovation Management application, which allows organizations and employees to collect, vote on, manage, and collaborate on ideas from a centralized location. The other options are not correct, as they are not plugins that activate the Ideas module. Test Management 2.0 is a plugin that enables the Test Management 2.0 application, which allows users to create, plan, and execute tests. Agile Development 2.0 is a plugin that enables the Agile Development 2.0 application, which allows users to manage scrum or development work throughout the lifecycle. Resource Management is a plugin that enables the Resource Management application, which allows users to manage resource plans and allocations.

QUESTION 3

If a lens has four entities, which entity within the lens structure would not have a parent reference?

- A. Top-level entity



- B. Second-level entity
- C. Third-level entity
- D. Bottom entity

Correct Answer: A

According to the ServiceNow documentation¹, a lens is a hierarchical structure that consists of entities and relationships. An entity is a data object that represents a business concept, such as a project, a demand, or a resource. A relationship is a link between two entities that defines how they are connected. A lens can have up to four levels of entities, each with a parent reference to the entity above it, except for the top-level entity, which has no parent reference. The top-level entity is the root of the lens and defines its scope and type. For example, a project lens has a project as the top-level entity, and a demand lens has a demand as the top-level entity. https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/it-business-management/concept/c_Lens.html

QUESTION 4

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

- A. Create an alignment integration.
- B. Create custom mapping configurations.
- C. Generate default mapping configurations.
- D. Create personalized portfolio plans.

Correct Answer: C

According to the Portfolio Planning document, 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 5

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\\'.

Correct Answer: A



According to the ServiceNow documentation¹, this property controls whether the start dates of the resource plan, cost plan, and benefit plan are automatically updated when the start date of the demand or project is changed. If this property is set to true, then the plans will be shifted by the same number of days as the demand or project start date change. If this property is set to false, then the plans will not be affected by the demand or project start date change.

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/reference/r_Properties.html

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