



# CIS-SPM<sup>Q&As</sup>

Certified Implementation Specialist - Strategic Portfolio Management

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### QUESTION 1

Using the Request type field on a resource plan, which options can be used to request a resource?

Choose 3 answers

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

Correct Answer: BCD

Using the Request type field on a resource plan, you can request a resource by specifying the amount of FTE, person days, or hours that you need for a task or a project. FTE stands for full-time equivalent and represents the percentage of a standard work week that a resource can perform. Person days are the number of days that a resource works on a task or a project. Hours are the number of hours that a resource works on a task or a project. You can find more information about the Request type field in the Product Documentation for ServiceNow.

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### QUESTION 2

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 documentation<sup>1</sup>, 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](https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/it-business-management/concept/c_Lens.html)

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### QUESTION 3

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.

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#### QUESTION 4

Which artifacts can be linked to either a program, a portfolio, both, or neither?

Choose 2 answers

- A. Operational plans
- B. Demands
- C. Test cases
- D. Stories
- E. Projects

Correct Answer: BE

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#### QUESTION 5

What is the formula for Committed Utilization?

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

Correct Answer: C