[Jan 27, 2024 Get New CIS-SPM Practice Test Questions Answers [Q24-Q46

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Q24. Which role can configure the parameters of the demand workbench that is provided with the base system?
* All roles.
* business_stakeholder.
* it_project_manager.
* it_pps_admin.

Explanation

According to the Demand Workbench document, the role that can configure the parameters of the demand workbench that is provided with the base system is it_pps_admin. This role grants access to the Project Portfolio Suite application and allows the user to configure the demand workbench settings, such as the axes, the quadrants, the bubble size, and the color. The other options are not correct, as they are not roles that can configure the parameters of the demand workbench. The all roles option is too broad and does not specify a particular role. The business_stakeholder role grants access to the Business Stakeholder Portal and allows the user to view and submit demands. The it_project_manager role grants access to the Project Portfolio Management application and allows the user to create and update projects.

Q25. Where is planned cost calculated from when requesting resources from a group and when resource role is specified?
* The distribution costs
* The task rate cards.
* The hourly rate of the specified role.
* The CI rate cards.
Explanation

According to the ServiceNow documentation1, when requesting resources from a group and when resource role is specified, the planned cost is calculated from the hourly rate of the specified role. The system uses the rate card associated with the resource plan to determine the hourly rate for each role. The other options are incorrect because:

A: The distribution costs: The distribution costs are the costs that are distributed across the project tasks based on the resource plan allocation2.

B: The task rate cards: The task rate cards are the rate cards that are applied to the project tasks, not the resource plan3.

D: The CI rate cards: The CI rate cards are the rate cards that are applied to the configuration items, not the resource plan4.

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Q26. What is the default table that stores the idea categories that a user can select from when submitting an idea?
* dmn_demand
* im_category
* im_module
* im_idea_core
Explanation

According to the Category Configuration document, the default table that stores the idea categories that a user can select from when submitting an idea is im_category. This table contains the predefined categories for ideas, such as Business Process, Customer Service, or IT Service. The other options are not correct, as they are not the tables that store the idea categories. The dmn_demand table stores the demand records that are created from the approved ideas. The im_module table stores the idea modules that are used to group ideas by different criteria. The im_idea_core table stores the core fields of the idea records.

Q27. If a sub-project and parent project have different project currencies, this property should be set to true for cost roll-ups.
* com.snc.project.copy.additional_attributes
* com.snc.project.calculate_roi
* com.snc.project.rollup_project_start_date
* com.snc.project.multicurrency.rollup_if_different

Q28. Using the Request type field on a resource plan, which options can be used to request a resource?

Choose 3 answers

* Day
* FTE
* Person Days
* Hours
* Month

Explanation

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.

Q29. What role can configure the default columns in the project planning console?

Choose 2 answers
* it_pps_admin
* it_project_manager
* it_console_admin
* admin

Explanation

According to the ServiceNow support article1, 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 platform2.

1: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0714565 2:

https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/users-and-groups/conce

Q30. Use this table to configure the parameters displayed on a project card on the My Projects Space page of the Project Workspace.
* pm_project
* pm_toplevel_project
* pm_home_page_config
* project_template_config

Explanation

According to the ServiceNow documentation1, 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 projects2.

pm_toplevel_project: Stores information about top-level projects3.

project_template_config: Stores information about project templates.

Q31. The combination of the user and the assigned portfolio must be unique when adding a user to which registry?
* Application Registry.
* Event Registry.
* UX Page Registry.

* Stakeholder Registry.
Explanation

According to the Stakeholder Registry document, the combination of the user and the assigned portfolio must be unique when adding a user to the stakeholder registry. The stakeholder registry is a table that stores information about the stakeholders of a portfolio. The other options are not correct, as they are not registries that require a unique combination of user and portfolio. The application registry is a table that stores information about the applications in the system. The event registry is a table that stores information about the events that trigger notifications. The UX page registry is a table that stores information about the UX pages that are available for portfolios.

Q32. Which role is needed to group related projects and demands?
* it_program_manager
* it_project_manager
* it_demand_manager
* it_project_user
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.

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https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/demand-management/conc

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Q33. What is the first step in the process when configuring Portfolio Planning to work with ServiceNow Project Portfolio Management?
* Create an alignment integration.
* Create custom mapping configurations.
* Generate default mapping configurations.
* Create personalized portfolio plans.
Explanation

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.

Q34. What is a data copy of the current project’s task, schedule, or structure that can be used for comparison reporting later?
* Accrual
* Commitment
* Baseline
* Forecast
Explanation

A baseline is a data copy of the current project’s task, schedule, or structure that can be used for comparison reporting later. A baseline captures the original plan of the project and allows you to track the changes and deviations from the plan over time. You can create multiple baselines for a project and compare them with the current state of the project. You can find more information about baselines in the Product Documentation for ServiceNow.

Q35. In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first:
* Configure the Project form
* Create custom fields in your ServiceNow instance
* Export the project to XML format
* Import your project
Explanation

In order to map custom fields from Microsoft Project to ServiceNow when importing a project, you must first create custom fields in your ServiceNow instance that match the names and data types of the custom fields in Microsoft Project. This will allow you to map the custom fields using a transform map when importing the project. You can find more information about this process in the Product Documentation for ServiceNow.

Q36. A checklist item record provides a name and what other element?
* Short description field.
* Status field.
* Percent complete field.
* Complete field.
Explanation

A checklist item record provides a name and a complete field. The name field is the label of the checklist item, and the complete field is a checkbox that indicates whether the checklist item is done or not. You can find more information about checklist items in the Product Documentation for ServiceNow.

Q37. Which related lists should primarily be used to capture financial data in a project?

Choose 2 answers
* Programs
* Cost Plans
* Risks
* Monetary Benefit Plans
Explanation

Cost Plans and Monetary Benefit Plans are the related lists that should primarily be used to capture financial data in a project. Cost Plans allow you to define the expected costs of a project over time, based on the planned and actual work, resources, and expenses. Monetary Benefit Plans allow you to define the expected financial benefits of a project over time, based on the estimated and realized value, revenue, and savings. You can find more information about these related lists in the Product Documentation for

ServiceNow.

Q38. In which table can you find cost information for a specific fiscal period?
* cost_plan_breakdown
* pm_project
* cost_plan
* expense_line

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.

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Q39. What is the formula for Committed Utilization?
* Assigned Hours/Capacity
* (Allocated Hours + Confirmed Hours)/Capacity
* Confirmed Hours/Capacity
* Allocated Hours/Capacity

Q40. What features are not included in a teamspace application but can be added in teamspace settings? Choose 2 answers
* Idea
* Demand Assessments
* Workbench configuration
* Project

Explanation

According to the Teamspaces document, features such as idea and demand assessments are not included in a teamspace application by default, but can be added in teamspace settings. Idea is a feature that allows users to submit and vote on ideas for new or improved products, services, or processes. Demand assessments are a feature that allows users to evaluate the demands based on various criteria, such as strategic alignment, risk, and return on investment. The other options are not correct, as they are features that are included in a teamspace application by default. Workbench configuration is a feature that allows users to customize the workbench for the teamspace. Project is a feature that allows users to create and manage projects within the teamspace.

Q41. The RIDAC workflow can be modified by using which recommended feature?
* Workflow Editor
* Project Form
* Flow Designer
* Service Catalog
Explanation

According to the RIDAC (Risk, Issue, Decision, Action, and Request Changes) record entries for a project document, the RIDAC workflow can be modified by using the Workflow Editor, which is a graphical tool that allows you to create and edit workflows. The other options are not correct, as they are not recommended features for modifying the RIDAC workflow. The Project Form is used to create and update project records. The Flow Designer is used to automate processes without coding. The Service Catalog is used to order items and services.

Q42. What is a resource event?
* An external event.
* A non-scheduled activity impacting capacity.
* A block of time that a resource spends on a task.
* An event scheduled by a project manager.
Explanation

A resource event is a non-scheduled activity that affects the availability and capacity of a resource or a group of resources. Examples of resource events are vacations, holidays, training, or sick leave. Resource events can be created by resource managers or resources themselves, and they can be viewed in the resource calendar or the resource workbench. You can find more information about resource events in the Product Documentation for ServiceNow.

Q43. The Project management application supports two types of external dependencies. What are they?

Choose 2 answers
* Task Dependency.
* Milestone Dependency.
* Soft Dependency.
* Hard Dependency.
* Change Dependency.
Explanation

The Project Management application supports two types of external dependencies: hard dependency and soft dependency. A hard dependency is a dependency that must be met before a task can start or finish. A soft dependency is a dependency that is preferred but not mandatory for a task to start or finish. You can find more information about these dependency types in the Product Documentation for ServiceNow.

Q44. A program is a container for the following except for:
* Program tasks
* Issues
* Cost plans
* Portfolios
Explanation

According to the ServiceNow documentation1, a program is a container for the following:

Program tasks: Tasks that define the scope and deliverables of the program2.

Issues: Problems that affect the program or its outcome3.

Cost plans: Plans that estimate the cost of the program and its components4.

A portfolio is not a part of a program, but rather a collection of programs and projects that are aligned with a strategic goal or objective.

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Q45. Depending on the execution type selected for a particular project, one of these dashboards will also be available:
* Project Summary – Waterfall Dashboard
* Timecard Dashboard
* User Manager Dashboard
* PMO Dashboard
Explanation

According to the Project Summary – Waterfall Dashboard document, depending on the execution type selected for a particular project, the Project Summary – Waterfall Dashboard will also be available. This dashboard provides a comprehensive view of the project status, progress, and performance using various widgets. The other options are not correct, as they are not dashboards that are dependent on the execution type of the project. The Timecard Dashboard is a dashboard that displays the time worked by users on various tasks. The User Manager Dashboard is a dashboard that displays the user management activities and statistics. The PMO Dashboard is a dashboard that displays the portfolio and project performance and health.

Q46. On the demand form, what does the Discount Rate impact?
* ROI.
* Net Present Value (NPV).
* Financial Benefit.
* Internal Rate of Return %.
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.

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