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ServiceNow CIS-PPM

Version Demo

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QUESTION NO: 1

Where are CAPEX and OPEX targets set for each fiscal year?

A. Demand Workbench

B. Cost Plans

C. Portfolio Target

D. Program Workbench

ANSWER: C

QUESTION NO: 2

What happens to resource allocations with actual hours after a resource plan is cancelled?

A. The allocated hours remain until the project is closed.

B. The allocated hours become zero and the actual hours are retained.

C. A resource plan with actual hours cannot be canceled.

D. They are automatically moved to the next resource plan in the project.

ANSWER: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-business-management/page/product/resource-management/task/t_CancelAResourcePlan.html

Procedure

1. Navigate to **Resource** > **Resource Plans** > **All**.
2. Open the resource plan record that you want to cancel.
3. On the form header, click **Cancel**.

Result

- The resource plan moves into the Cancelled state.
- All past and future allocations for the resource plan are also canceled. If there are any actual hours logged against an allocation, that allocation is not deleted. But the allocated hours become zero and the actual hours are retained.

QUESTION NO: 3

An it_project_manager can request resources by which of the following: (Choose two.)

A. Hours.

B. Person Days.

C. Month.

D. Day.

ANSWER: A B

QUESTION NO: 4

What are the possible breakdown types of a cost plan breakdown? (Choose four.)

A. Demand

B. Requirement

C. Project

D. Task

E. Portfolio

F. Program

ANSWER: B D E F

Explanation:

Reference:
https://community.servicenow.com/community?id=community_article&sys_id=9e5ce6a1dbd0dbc01dcaf3231f96197d#:~:text
=The%20Cost%20plan%20breakdown%20has,type%20would% 20be%20%22Requirement%22

Portfolio	Breakdown type	Fiscal period	Estimated Cost
	Portfolio	FY16: Q1	750
	Portfolio	FY16: Q2	750
	Portfolio	FY16: Q3	1500
	Portfolio	FY16: Q4	1500

■ Cost plan breakdown

Project1

Breakdown type	Fiscal period	Estimated Cost
Task	FY16: Q1	250
Task	FY16: Q2	250
Task	FY16: Q3	500
Task	FY16: Q4	500

Project2

Breakdown type	Fiscal period	Estimated Cost
Task	FY16: Q1	250
Task	FY16: Q2	250
Task	FY16: Q3	500
Task	FY16: Q4	500

Project3

Breakdown type	Fiscal period	Estimated Cost
Task	FY16: Q1	250
Task	FY16: Q2	250
Task	FY16: Q3	500
Task	FY16: Q4	500

QUESTION NO: 5

Which of the following can be used to calculate planned cost when creating a resource plan? (Choose two.)

A. Default rate

B. Rate card

C. Demand rate

D. Project rate

ANSWER: A B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-business-management/page/product/resource-management/task/t_CreateResourcePlanProjectTask.html

1. Create a resource plan using one of the following options.

Option	Description
From Allocation Workbench	a. Navigate to **Resource** > **Resource Workbench** > **Allocation Workbench**. b. Click the required allocation board. c. In the Allocation workbench, click the **New Plan** located in the top-right corner.
From Resource tab in project workspace	a. Open a project record in project workspace. b. On the **Resources** tab, click **New**.

QUESTION NO: 6

In what way would you restrict the assigned to field on a project task to only allow users with resource allocations to be assigned?

A. Create an Access Control List (ACL) rule.

B. On the project record under the preferences tab select the "Derive assignee list from resource plan" preference.

C. The system automatically does this and can only be disabled by an admin.

D. Create a reference qualifier on the 'assigned to' field.

ANSWER: B

QUESTION NO: 7

Which field on the Idea Module form displays the unique identifier for the module, that is used as a parameter in the Idea Portal URL to direct users?

A. Module ID

B. Category Limit

C. Module Name

D. Idea Table

ANSWER: A

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-business-management/page/product/innovation-management/task/create-idea-module.html

Field	Description
Module name	Name for the module. Use a name that clearly identifies the entity for which you are creating the module. For example if you are creating a module for your departments, use the department name such as HR, Support, and IT.
Module Id	Unique identifier for the module used as a parameter in the Idea Portal URL to direct users. For example, if you use **hr** as the **Module Id**, the URL to access the Idea Portal would look like the following example: /idea/? id=ideas_list&sysparm_module_id=hr

QUESTION NO: 8

Which of these tools allow you pinpoint over-allocated resources by viewing their negative availability values? (Choose two.)

A. Project Workbench

B. Resource Plan Logs

C. Resource Allocation Workbench

D. Resource Reports

ANSWER: C D

QUESTION NO: 9

Where can a user export project data in either a MPP, XML or CSV format?

A. Demand Form

B. Related lists

C. Project Workbench

D. Planning Console

ANSWER: D

QUESTION NO: 10

When setting-up a program, planned ROI% is calculated based on: (Choose two.)

A. Values in the NPV field.

B. Values in the Planned cost field.

C. Values in the Planned return field.

D. Values in the Budgeted cost field.

ANSWER: B C