Certified Implementation Specialist - Project Portfolio Management (PPM)

ServiceNow CIS-PPM

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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: 2

How does a project manager request a change to a resource plan in the requested state?

A. Use notes on resource plan.

B. Email resource user.

C. Request change on resource plan

D. Email resource manager

ANSWER: C

QUESTION NO: 3

A project expense line is a cost associated with a specific source. Examples of specific sources could include: (Choose three.)

A. User.

B. Configuration Item (CI).

C. Project.

D. Demand.

E. Fixed Asset.

ANSWER: A B E

QUESTION NO: 4

Users with what role can be considered for resource planning?

A. it_user.

B. pps_resource.

C. it_project_user.

D. it_pps_user.

ANSWER: B

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

The PPM Standard plugin enables an it_project_manager to perform the following activities: (Choose three.)

A. Determine overall project cost requirements

B. Configure cost type definition

C. Define target for the portfolio

D. Establish resource requirements and track costs.

E. Track actual amount spent compared to an approved budget.

ANSWER: A D E

QUESTION NO: 7

Can an it_project_manager convert a task to a milestone?

A. Yes, it must be manually done from the project record.

B. Yes, from the planning console right-click a task and select convert to milestone.

C. No, the task must be deleted and re-created.

D. No, this can only be done by an admin.

ANSWER: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-it-business-management/page/product/project-management/reference/r_PlanningConsoleTasks.html

Convert a task to milestone	Right-click a task and select **Convert to milestone**. • You can convert a task to a milestone only until it is not in **Work in Progress** state. Once work in progress, the option appears as greyed out for the task. • The option is not available for a parent task. If a task has child tasks, the option is available only for the child tasks.
Show or hide external dependencies	Click the more options icon (•••), and then click the **Hide External Dependencies** switch. When this option is enabled, the external dependencies are not displayed when you add an external dependency between two projects. However, the **Dependency** column in the WBS section of the successor project still shows the value of external dependency.

QUESTION NO: 8

The project property to update actual effort from time card is controlled at what level?

A. Application Level (Global).

B. Program Level.

C. Project Level.

D. Portfolio Level.

ANSWER: C

Explanation:

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

Procedure

1. Create a project in any of the following ways.

Location	Steps
From the Projects list	Navigate to **Project** > **Projects** > **Create New**.
From the project workspace	a. Navigate to **Project** > **Projects** > **Project Workspace**. b. Click the **New Project** button on the My Projects Space page. c. In the Create Project dialog box, enter the **Project name** and **Start date** information. d. Select a template to use for the project from the Project template list and click **OK**.

QUESTION NO: 9

How is a resource group's capacity derived for resource planning?

A. Aggregate capacity of all its members.

B. Stored in Resource_Aggregate_Daily table.

C. Stored with Group Record.

D. Stored in Resource_Allocation_Daily table.

ANSWER: A

QUESTION NO: 10

Using the Request type field on a resource plan, which options can be used to request a resource? (Choose three.)

A. Month

B. Hours

C. FTE

D. Person Days

E. Day

ANSWER: B C D

Explanation:

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

Requested	Resource requester submits a resource plan for resource managers review by clicking **Submit**. The resource plan then moves into the Requested state. Resource managers confirm and allocate resources or reject the plan, and finally close the plan. The resource requester can request a group, specific users in a group, or a specific user to work on the selected task. After you submit the plan for review, a resource manager can confirm, and then allocate some or all the requested users. If the task requires more than one user or groups, multiple resource plans can be created for the given task.