ServiceNow
Micro-Certification – Application Portfolio Management
Exam Specification

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Introduction
The ServiceNow Application Portfolio Management Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Application Portfolio Management certified.

Exam Purpose
The ServiceNow Application Portfolio Management Micro-Certification exam tests students for the skills and essential knowledge to contribute to the configuration and maintenance of the ServiceNow Application Portfolio Management application.

Exam Audience
The ServiceNow Application Portfolio Management Micro-Certification exam is available to ServiceNow customers, partners, and employees.

Exam Preparation
Exam questions are based on official ServiceNow training materials, the ServiceNow documentation site, and the ServiceNow developer site. Study materials posted elsewhere online are not official and should not be used to prepare for the examination.

Prerequisite ServiceNow Training Path
ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Application Portfolio Management Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Application Portfolio Management Fundamentals - *Upon completion the candidate will be able to register for the Application Portfolio Management Micro-Certification exam.

Recommended Knowledge & Education
ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- Certified System Administrator
- ServiceNow Fundamentals or ServiceNow Fundamentals (on-demand)
Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam.

- ServiceNow Community
- ServiceNow Product Documentation

Additional Recommended Experience

- Six (6) months field experience and/or participation in at least two ITOM deployments predominantly Service Mapping
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

The following table shows the topics on the exam and their weightings.

<table>
<thead>
<tr>
<th>Learning Domain</th>
<th>% of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Overview Features and Benefits</td>
<td>9%</td>
</tr>
<tr>
<td>2 Application Portfolio Management Setup</td>
<td>17%</td>
</tr>
<tr>
<td>3 Application, Business and Technology Architectures</td>
<td>24%</td>
</tr>
<tr>
<td>4 Other APM Portal Features</td>
<td>11%</td>
</tr>
<tr>
<td>5 Advanced - Application, Business and Technology Architectures</td>
<td>20%</td>
</tr>
<tr>
<td>6 Advanced – Customizing and Modifying APM</td>
<td>12%</td>
</tr>
<tr>
<td>7 Advanced – Performance Analytics and Reporting</td>
<td>7%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Exam Registration

Each candidate must register for the exam viaNow Learning after successfully completing the Application Portfolio Management Micro-Certification prerequisite training path. The exam is available directly through Now Learning as a non-proctored, 60-minute exam.

Exam Structure
The exam consists of approximately (20) questions. For each question on the examination, there are multiple possible responses. The person taking the exam reviews the response options and selects the most correct answer to the question.

**Multiple Choice (single answer)**

For each multiple-choice question on the exam, there are four possible responses. The candidate taking the exam reviews the response options and selects the one response most accurately answers the question.

**Multiple Select (select all that apply)**

For each multiple-select question on the exam, there are at least four possible responses. The question will state how many responses should be selected. The candidate taking the exam reviews the response options and selects ALL responses that accurately answer the question. Multiple-select questions have two or more correct responses.

**Exam Results**

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. More detailed results are not provided to the candidate.

**Exam Retakes**

A candidate is allowed up to three retakes for a Micro-Certification. Failing a Micro-Certification exam four times will require you to re-complete the required paired training content. There will be a 24-hour waiting period after each failed attempt to ensure you have the proper time to prepare.

**Sample Question(s)**

**Sample Item #1:**

What kind of users would implement and maintain Application Portfolio Management?

- A. Sales representatives
- B. Enterprise architects and system engineers
- C. Project managers
- D. Customers

Answer: B

**Sample Item #2:**
A. Why are administrator privileges important?
B. You can use the role to customize a project’s portfolio.
C. You can provide users unlimited access to all applications.
D. You can write reports for stakeholders.
E. You can provide levels of access and assign tasks, applications assessment indicators to assess applications, and bubble charts to recommend an application.
F. All of the above.

Answer: E