

ServiceNow Certified Implementation Specialist - Application Portfolio Management (APM) Exam Specification

Paris Release – Updated October 1, 2020

Introduction

The ServiceNow Certified Implementation Specialist – Application Portfolio Management (APM) Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Certified Implementation Specialist – APM certified.

Exam Purpose

The Certified Implementation Specialist – Application Portfolio Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of ServiceNow Application Portfolio Management application including associated reports, portals, and integrations with other applications.

Exam Audience

The Certified Implementation Specialist – Application Portfolio Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow APM implementer.

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 Certified Implementation Specialist – Application Portfolio Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow Fundamentals](#)
- [ServiceNow Get Started with Now Create](#)
- [ServiceNow Platform Implementation](#)
- [Application Portfolio Management Fundamentals](#)
- [Application Portfolio Management Implementation](#)- *Upon completion, the candidate will be eligible to collect a voucher for the Certified Implementation Specialist – Application Portfolio Management exam.

Additional Resources

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

- ServiceNow [Community site](#)

- ServiceNow [Documentation site](#)

Additional Recommended Experience

- General familiarity with industry terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	Introduction <ul style="list-style-type: none"> • APM in ServiceNow • Plugins & Roles • CSDM • Maturity Model 	25%
2	Applications Under Management <ul style="list-style-type: none"> • Categorization • Data Certification • Application Services • Guided Setup 	10%
3	Basic Rationalization <ul style="list-style-type: none"> • APM Scoring • Business Capabilities • Demand/Information Portfolio • Integration with ITSM 	15%
4	Advanced Rationalization <ul style="list-style-type: none"> • Technology Portfolio Management • Application Cost Model 	15%

	<ul style="list-style-type: none"> • Application Evaluation and Decision Process 	
5	Fundamentals <ul style="list-style-type: none"> • Rationalization Process • Navigating APM • The Big Picture • APM Portal & Dashboards • Stakeholders 	35%
	Total	100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Application Portfolio Management Implementation training prerequisite. Voucher codes are nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist – Application Portfolio Management exam only.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the Certified Implementation Specialist exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of approximately 30 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 at least 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

If a candidate fails to pass an exam, they may register to take the exam again up to three more times at a cost.

Sample Question(s)

Sample Item #1:

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

- A. Sales representatives
- B. Enterprise architects
- C. Project Managers
- D. Customers

Answers: B

Sample Item #2:

Identify the specific APM role that can classify applications and create bubble charts.

- A. sn_apm.apm_chart_admin
- B. sn_apm.apm_admin
- C. sys admin
- D. sn_apm.apm_user

Answers: B

Sample Item #3:

What are the main navigation starting points in APM?

- A. Application Portfolio Management Portal
- B. Application Portfolio Management Dashboard
- C. Technology Portfolio Management
- D. Business Planning Portal

Answers: A, B, D

Sample Item #4:

An organization with a level 1 maturity is working towards having all applications under management in a single system of record. Which step in the Guided Setup is first?

- A. Application Classification
- B. Application Documentation
- C. Technology Portfolio Management
- D. Reports and Dashboards

Answers: A