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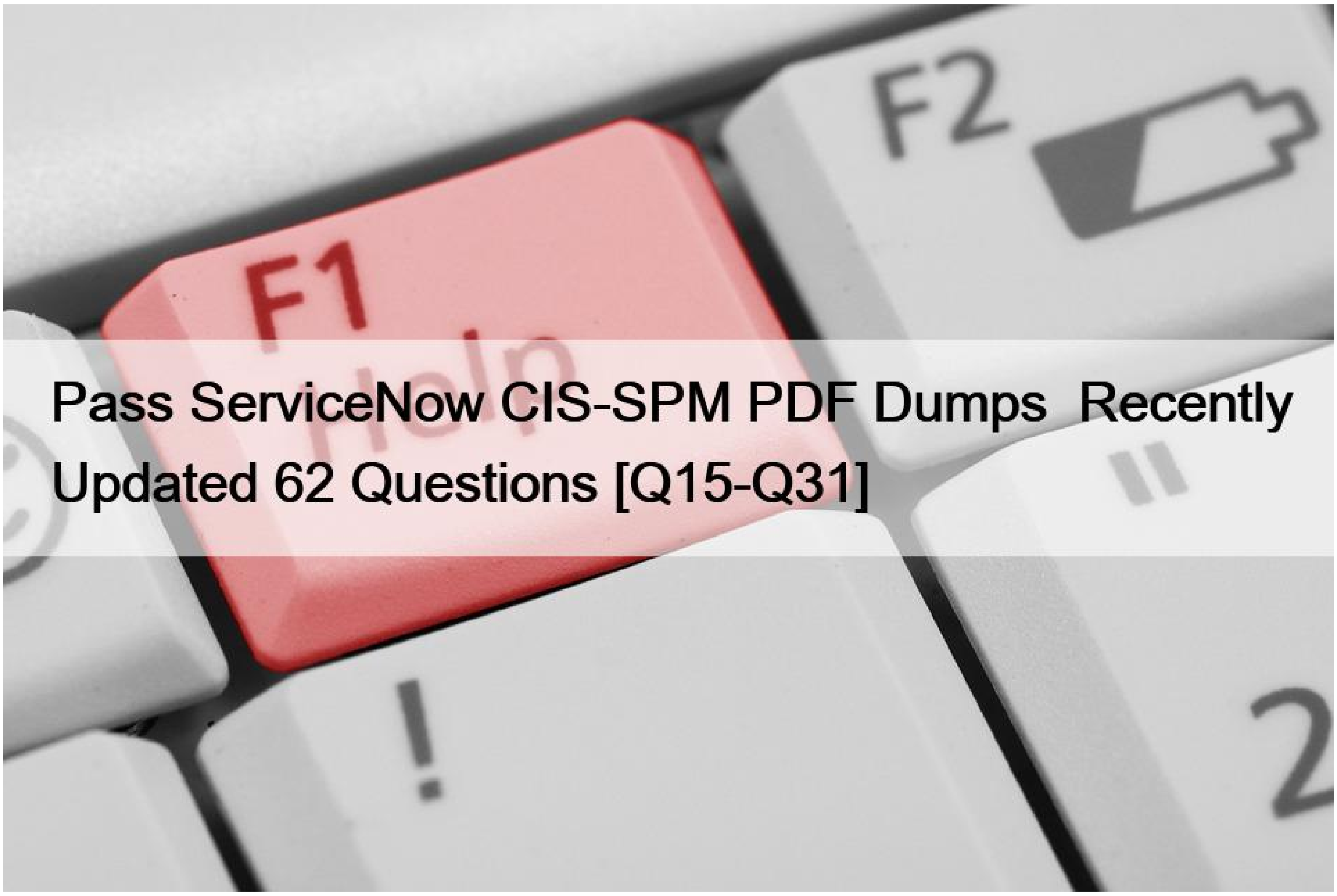

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QUESTION 15

If a project manager is responsible for approving time sheets or submitting time cards on behalf of team members, they should be given what role?
* activity_admin.
* timecard_admin.
* form_admin.
* approval_admin.
Explanation

According to the ServiceNow documentation1, the timecard_admin role can approve time sheets or submit time cards on behalf of team members. This role also has the ability to create and modify time sheet policies, time sheet groups, and time sheet periods. The other options are incorrect because:

A: activity_admin: The activity_admin role can create and modify activities, activity sets, and activity plans2.

C: form_admin: The form_admin role can create and modify forms, form sections, and form layouts3.

D: approval_admin: The approval_admin role can create and modify approval rules, approval groups, and approval stages4.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/time-card-management/ref

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/refer

https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/form-administration/con

https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/approvals/concept/c_Ap

QUESTION 16

A project expense line is cost associated with a specific source, except for:
* Fixed Assets.
* Program.
* Resource.
* Software.

Explanation

According to the Project Expense Lines document, a project expense line is cost associated with a specific source, such as fixed assets, resource, or software. The program field on the project expense line form is not a source of cost, but a reference to the program that the project belongs to. Therefore, the correct answer is B.

Program. The other options are not correct, as they are sources of cost for a project expense line.

QUESTION 17

What information are users required to enter on a cost plan for a demand?
* Cost type
* Discount Rate %
* Total planned cost
* Functional currency

Explanation

According to the Cost plan breakdown document, users are required to enter the cost type for each cost plan line item. Cost type is a mandatory field that specifies the type of cost, such as labor, software, hardware, etc.

The other options are not required fields for a cost plan for a demand. Discount Rate % is an optional field that applies a discount rate to the cost plan. Total planned cost is a read-only field that displays the sum of the planned cost for all the cost plan breakdowns. Functional currency is a system property that defines the currency used for cost management.

QUESTION 18

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.

QUESTION 19

Which role should be assigned to a user so they can read and retrieve data from any table of the Release Management application to generate reports?

* Business stakeholder
* Project manager
* Release user
* Release admin

Explanation

According to the Product Documentation for ServiceNow, the business stakeholder role (rm_business_stakeholder) can read and retrieve data from any table of the Release Management application to generate reports. This role can also view the release dashboard, release calendar, and release roadmap. The other roles have different levels of access and permissions for the Release Management application. You can find more information about the roles and responsibilities for Release Management in the Product Documentation for ServiceNow.

QUESTION 20

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.

QUESTION 21

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.calculate_roi
* com.snc.project.rollup_project_start_date
* com.snc.project.copy.additional_attributes
* com.snc.project.multicurrency.rollup_if_different

Explanation

According to the ServiceNow documentation1, this property controls whether the cost roll-ups are performed when a sub-project and parent project have different project currencies. If this property is set to true, then the system converts the sub-project currency to the parent project currency using the exchange rate table and performs the cost roll-ups. If this property is set to false, then the system does not perform the cost roll-ups for sub-projects with different currencies.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/refer

QUESTION 22

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.

QUESTION 23

A user’s availability is calculated as:
* Allocated time
* Capacity minus allocation
* Sum of allocated and confirmed hours, divided by the total capacity
* Allocated hours divided by the total capacity

Explanation

According to the ServiceNow documentation1, a user’s availability is calculated as the ratio of allocated hours to total capacity, expressed as a percentage. Allocated hours are the hours that a user is assigned to work on a project or demand. Total capacity is the maximum number of hours that a user can work in a given period, based on their schedule and availability profile. A user’s availability indicates how much of their time is already allocated and how much is still available for new assignments.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/resource-management/con

QUESTION 24

What is the demand workbench used for?

Choose 2 answers
* Approving demands

* Comparing demands with portfolios
* Approving ideas
* Comparing and prioritizing demands against other demands

Explanation

The demand workbench is a feature of ServiceNow Demand Management that allows you to view and assess business demands in a single place. You can use the demand workbench to compare demands with portfolios and see how they align with your strategic goals and objectives. You can also use the demand workbench to compare and prioritize demands against other demands based on their scores, risks, and benefits. You can find more information about the demand workbench in the Product Documentation for ServiceNow.

QUESTION 25

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.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-managem

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https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-managem

QUESTION 26

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.

1:

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-portfolio-managem

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

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

https://docs.servicenow.com/bundle/vancouver-it-business-management/page/product/project-management/refer

QUESTION 27

When can a user choose from multiple rate types for their work, while logging a time card?
* Only if the capability is enabled in the Time Sheet Policies
* Only if this capability is enabled in the Project Record
* Only one (1) rate type can apply
* Only if the capability is enabled in the Project Preferences
Explanation

According to the Using rate types and labor rate cards document, a user can choose from multiple rate types for their work, while logging a time card, only if the capability is enabled in the Time Sheet Policies. This capability allows users to select different rate types for different tasks, such as standard, overtime, or travel.

The other options are not correct, as they are not the places where the capability can be enabled. The Project Record is used to create and update project details, such as name, description, and state. The Project Preferences are used to set the default values for project fields, such as number, type, and priority. The option C is not correct, as more than one rate type can apply if the capability is enabled.

QUESTION 28

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.

QUESTION 29

Users with what role can be considered for resource planning?

* it_project_user.
* it_user.
* it_pps_user.
* pps_resource.

Explanation

According to the ServiceNow Resource Management document, users with the pps_resource role can be considered for resource planning, as this role grants access to the Resource Management application and allows the users to view and update their resource allocations. The other options are not correct, as they are not roles that are related to resource planning. The it_project_user role grants access to the Project Portfolio Management application and allows the users to create and update projects. The it_user role grants access to the IT Service Management application and allows the users to manage incidents, problems, and changes. The it_pps_user role grants access to the Project Portfolio Suite application and allows the users to manage portfolios, programs, and projects.

QUESTION 30

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.

QUESTION 31

Can an it_project_manager convert a task to a milestone?

* No, this can only be done by a system admin.
* Yes, if the task is assigned to the project manager.
* Yes, by right-clicking on the task in the Planning Console.
* No, the PPS admin role is also required.

Explanation

According to the Planning Console document, an it_project_manager can convert a task to a milestone by right-clicking on the task in the Planning Console and selecting Convert to Milestone. The other options are not correct, as they are not the ways to convert a task to a milestone. A system admin or a PPS admin role is not required for this action. The task assignment is not relevant for this action.