ServiceNow

Certified Implementation Specialist - Project Portfolio Management Exam Specification

New York Release – Updated September 4, 2019

Introduction

The ServiceNow Certified Implementation Specialist – Project Portfolio Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a ServiceNow Certified PPM Implementation Specialist.

Exam Purpose

The ServiceNow Certified Implementation Specialist – Project Portfolio Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of ServiceNow PPM applications.

Exam Audience

The ServiceNow Certified Implementation Specialist Project Portfolio Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow PPM Certified Implementation Specialist.

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

- [Project Portfolio Management Fundamentals](#)
- [Project Portfolio Management Implementation](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Project Portfolio Management exam.

Recommended Knowledge & Education

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

- [Implementer Learning Path](#)
- [Performance Analytics Essentials](#)
- [PPM Fundamentals Simulator](#)
- [Agile Development 2.0 and Test Management 2.0 Implementation](#)

servicenow

Additional Recommended Experience

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

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	PPM Implementation Overview	3%	
2	PPM Application Overview	23%	
3	PPM Base Configuration	2%	
4	Idea & Demand Configuration	16%	
5	Project Configuration	16%	
6	PPM Teamspace Configuration	4%	
7	Resource Management Configuration	16%	
8	PPM Financials	12%	
9	Time Tracking Configuration	5%	
10	PPM Performance Analytics, Reporting & Dashboards	3%	
Total		**100%**	

Exam Registration

Each candidate must register for the exam via the ServiceNow [WebAssessor](#) website using a voucher obtained by completing the course.

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 (60) 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 for a cost of $75.

Sample Question(s)

Sample Item #1:

The Project Portfolio Suite with Financials integrates which of the following applications?

A. Demand Management, Service Management, Test Management, Resource Management
B. Ideation, Agile Development, Change Management, Resource Management, Project Management
C. Innovation Management, Demand Management, Resource Management, Project Management
D. Operations Management, Agile Development, Test Management, Resource Management

Answer: C

Sample Item #2:

A customer has a requirement to close milestones automatically, so project managers do not have to close them manually. What property should be set to true?

A. Validate that the 'glide.cost_mgmt.process_task_top_task" property is set to true
B. Set the com.snc.project.auto_close_milestones to True.
C. Edit the 'com.snc.project.rollup.cost' property to add the creation of a task expense line to the top task
D. Override the Dictionary attributes for the Expense field to add the 'Create a task expense line for top task' attribute and set it to true

Answer: B

Sample Item #3:

What form can be configured by a pps_admin within the Project Portfolio Suite with Financials?

    A. Change
    B. Incident
    C. Problem
    D. Demand

     Answer: D

Sample Item #4:

What is the central location for idea collection, evaluation and promotion?

    A. Idea Portal
    B. Demand Workbench
    C. Project Workbench
    D. Portfolio Workbench

     Answer: A

Sample Item #5:

What displays the projects as cards based on filter criteria?

    A. Project Status Report
    B. My Projects Space
    C. Planning Console
    D. Project Workbench

     Answer: B

Sample Item #6:

What serves as the base role for a teamspace?

    A. It_pps_admin
    B. approval_admin
    C. catalog_admin
    D. sp_admin

     Answer: A

Sample Item #7:

Can a resource requester request a change for a plan that was already submitted for review?

  A. No, the plan was already submitted for review
  B. Yes, if the plan is in an Allocated state
  C. Yes, if the plan is in a Requested or Confirmed state
  D. No, only a resource manager can change a plan

  Answer: C

Sample Item #8:

Functional currency is the system currency. What is this sometimes referred to as?

  A. reference currency
  B. fx currency
  C. exchange rates
  D. load exchange rates

  Answer: A

Learning Domain 9 – Time Tracking Configuration

Sample Item #9:

On a project level, what do approved time cards generate?

    A. change requests
    B. resource plans
    C. cost plans
    D. expense lines

      Answer: D

Learning Domain 10 – PPM Performance Analytics, Reporting & Dashboards

Sample Item #10:

The Program Manager dashboard displays reports only for the programs managed by which manager?

    E. program
    F. demand
    G. project
    H. change

      Answer: A