

# ServiceNow Application Portfolio Management (APM) Exam Specification

## Introduction

The ServiceNow Application Portfolio Management (APM) Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to take the APM class and exam.

## Exam Purpose

The ServiceNow Application Portfolio Management (APM) exam tests students for the skills and essential knowledge to contribute to the configuration and maintenance of the ServiceNow APM application.

## Exam Audience

The ServiceNow APM 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.

## Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the exam.

- Basic knowledge of the ServiceNow platform is required. Candidates should have attended ServiceNow Fundamentals, plus have some experience in enterprise architecture.
- The e-learning course Application Portfolio Management is the basis for this exam. Exam questions cover information presented in that course.
- Certified System Administrator (CSA) recommended

## Additional Resources

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

- ServiceNow [Community site](#)
- ServiceNow [Documentation site](#)
- [The IT Operations Management Learning Path](#)

## Additional Knowledge & 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.

## **Application Concepts**

Be able to describe the following:

- **Baseline Application Functionality**
  - Basic and advanced features in baseline of the current release
  - Rationalization process
  - Basic and advanced operations performed by users and the system
- **Architecture and Security**
  - Roles and default Access Controls
  - Primary application components
  - Integration with other ServiceNow systems
- **Business Cases / Use Cases**
  - Value proposition
  - Key Performance Indicators and Benchmarks
  - Selection of appropriate features and functions to meet business requirements

## Question weight and what is measured

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.

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

Exam Topics	Percent of Exam
Overview Features and Benefits	9%
Application Portfolio Management Setup	17%
Application, Business and Technology Architectures	24%
Other APM Portal Features	11%
Advanced - Application, Business and Technology Architectures	20
Advanced – Customizing and Modifying APM	12%
Advanced – Performance Analytics and Reporting	7%
<b>Total</b>	<b>100%</b>

## Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the training prerequisite. The exam is available directly through the Webassessor site as a non-proctored, 60-minute exam.

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 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](mailto: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 {15-25} 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 that 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 states 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, he or she may register to take the exam again up to three more times for a cost of \$25.

## 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:*

Why are administrator privileges important?

- A. You can use the role to customize a project's portfolio.
- B. You can provide users unlimited access to all applications.
- C. You can write reports for stakeholders.
- D. You can provide levels of access and assign tasks, applications assessment indicators to assess applications, and bubble charts to recommend an application.
- E. All of the above.

*Answer: E*