

ServiceNow Micro-Certification – Application Portfolio Management (APM) Exam Specification

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Introduction

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

Exam Purpose

The ServiceNow Application Portfolio Management (APM) Micro-Certification 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 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 APM Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Application Portfolio Management Fundamentals self-paced training course -
*Upon completion, the candidate will be issued a voucher code to register for the APM 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
- IT Operations Management Learning Path

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

- 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.

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%
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 (APM) Fundamentals training prerequisite. The exam is available directly through the Webassessor site as a non-proctored, 60-minute exam.

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 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 \$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:

- 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