CERTIFIED IMPLEMENTATION SPECIALIST (CIS) APPLICATION PORTFOLIO MANAGEMENT (APM) PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://cis-applicationportfoliomanagement.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 16

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

SAMPLE

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

SAMPLE

1. **Why is data quality considered crucial in Application Portfolio Management (APM)?**

   A. It simplifies the application development process

   B. It ensures informed decision-making regarding investments

   C. It increases user satisfaction with applications

   D. It directly reduces operational costs

2. **Which step in the Guided Setup for APM involves creating scheduled reports?**

   A. Application Classification

   B. Reports and Dashboards

   C. Users and Roles

   D. Scheduled Jobs

3. **What is the correct sequence of steps in the rationalization process?**

   A. Evaluate, Measure, Identify, Decide, Take action

   B. Identify, Measure, Evaluate, Decide, Take action

   C. Measure, Identify, Decide, Take action, Evaluate

   D. Evaluate, Decide, Identify, Measure, Take action

4. **What is a common main function of APM?**

   A. Managing server performance

   B. Investing in new software solutions

   C. Optimizing application performance across the portfolio

   D. Creating a development timetable for new applications

5. **What does Step 6 of the APM Guided Setup focus on establishing?**

   A. Community engagement practices

   B. Reporting mechanism setups

   C. Risk parameters and software models

   D. Application classifications only

SAMPLE

6. As a capability planner, what should you establish based on industry norms?

A. Financial metrics for project investment

B. Capabilities that align with best practices

C. Application performance metrics

D. Budget forecasts for applications

7. Which role is necessary to install APM?

A. APM Analyst

B. Admin

C. Business Planner

D. APM Read

8. What is the purpose of integrating APM with PPM?

A. To manage user roles

B. To create business units

C. To track execution of strategic goals and recommendations

D. To assign APM tasks

9. Which of the following strategies can enhance user adoption of applications?

A. Minimizing training opportunities

B. Ignoring user feedback after implementation

C. Conducting training and incorporating feedback

D. Restricting access to new applications

10. How can one access the Application Portfolio Management Portal?

A. Business Planner > Home > Application Portfolio Management Portal

B. Application Portfolio Management > Home > Application Portfolio Management Portal

C. Application Portfolio Management > Dashboard > Home

D. Application Management > Home > Business Planner

SAMPLE

Answers

SAMPLE

1. B
2. D
3. B
4. C
5. C
6. B
7. B
8. C
9. C
10. B

SAMPLE

Explanations

SAMPLE

1. Why is data quality considered crucial in Application Portfolio Management (APM)?

A. It simplifies the application development process

B. It ensures informed decision-making regarding investments

C. It increases user satisfaction with applications

D. It directly reduces operational costs

Data quality is considered crucial in Application Portfolio Management (APM) because it underpins informed decision-making regarding investments. High-quality data provides accurate and reliable insights that guide organizations in evaluating their application's performances, costs, and benefits. When data is clean and trustworthy, it allows stakeholders to effectively assess where to allocate resources, which applications need upgrades or replacements, and which can be retired. Informed decision-making is essential for maximizing the value obtained from an application portfolio, as it helps align IT investments with business objectives and strategic goals. Organizations are better equipped to identify opportunities for innovation or improvement and can prioritize actions based on solid data rather than assumptions or incomplete information. While enhancing development processes, user satisfaction, and operational cost reduction may be influenced by data quality, these factors are more indirect outcomes. The key advantage remains in its ability to enable precise and strategic decision-making that influences the overall management and direction of the application portfolio.

2. Which step in the Guided Setup for APM involves creating scheduled reports?

A. Application Classification

B. Reports and Dashboards

C. Users and Roles

D. Scheduled Jobs

The correct choice highlights that creating scheduled reports is specifically linked to the Scheduled Jobs step in the Guided Setup for APM. In this context, Scheduled Jobs are mechanisms within the Application Portfolio Management module that allow you to define and automate the execution of certain processes or reports at specified intervals. This ensures that key stakeholders receive updates and insights without manual intervention, thus improving efficiency and keeping relevant parties informed. By utilizing Scheduled Jobs, organizations can easily manage reporting frequency and ensure data-driven decisions are based on up-to-date reports. This step is crucial for maintaining the relevancy of information presented to stakeholders, ultimately supporting better decision-making regarding application management. While Reports and Dashboards are important for viewing and analyzing data, they do not inherently encompass the automation aspect involved in scheduling the production of these reports. Likewise, Application Classification deals with categorizing applications, and Users and Roles focus on defining permissions and access rights, which are separate elements of the APM setup process.

SAMPLE

3. What is the correct sequence of steps in the rationalization process?

A. Evaluate, Measure, Identify, Decide, Take action

B. Identify, Measure, Evaluate, Decide, Take action

C. Measure, Identify, Decide, Take action, Evaluate

D. Evaluate, Decide, Identify, Measure, Take action

The sequence of steps in the rationalization process is crucial as it guides organizations in assessing and optimizing their application portfolio effectively. The correct order is to first identify the applications currently in use. This initial identification creates a comprehensive inventory that is vital for understanding the existing landscape. Next, measuring is essential as it helps organizations to quantify various attributes of the applications, such as performance, cost, user satisfaction, and alignment with business goals. This measurement informs stakeholders about how well each application meets current needs. Following measurement, the evaluation step involves analyzing the data collected to determine which applications are effective, which are underperforming, and which may need to be decommissioned or replaced. During evaluation, organizations assess risks and opportunities linked to the applications. Once the evaluation is complete, the decision-making phase can occur. Based on the evaluated data, stakeholders decide the fate of each application—whether to retain, modify, replace, or retire them from the portfolio. Finally, the last step is to take action, which involves implementing the decisions made during the decision phase. This may include transitioning to new systems, decommissioning outdated applications, or reallocating resources to prioritize the most effective applications. Understanding this sequence ensures that organizations can rationalize their application portfolios effectively, maximizing

4. What is a common main function of APM?

A. Managing server performance

B. Investing in new software solutions

C. Optimizing application performance across the portfolio

D. Creating a development timetable for new applications

The main function of Application Portfolio Management (APM) is to optimize application performance across the portfolio. APM focuses on assessing the entire set of applications within an organization to improve efficiency, reduce costs, and ensure that the application portfolio aligns with business goals. By evaluating the performance, usage, and value of each application, organizations can identify opportunities for consolidation, modernization, or retirement of applications that do not contribute effectively to their objectives. This strategic approach maximizes the effectiveness of the application portfolio and enhances the overall performance of the organization's IT capabilities. The other functions mentioned, while related to IT and application management, do not encompass the primary goal of APM. For instance, managing server performance is specific to infrastructure rather than applications themselves. Investing in new software solutions refers to expanding the portfolio rather than optimizing existing applications. Creating a development timetable for new applications focuses on project management and development processes, which is not the central aim of APM. Thus, the emphasis on optimizing application performance distinctly highlights the core purpose of Application Portfolio Management.

SAMPLE

5. What does Step 6 of the APM Guided Setup focus on establishing?

A. Community engagement practices

B. Reporting mechanism setups

C. Risk parameters and software models

D. Application classifications only

Step 6 of the Application Portfolio Management (APM) Guided Setup is centered around establishing risk parameters and software models. This step is critical because it involves identifying the various risks associated with applications in the portfolio and how those risks are measured and managed. By defining risk parameters, organizations can evaluate the applications based on criteria like security vulnerabilities, compliance issues, and operational risks, which aids in making informed decisions regarding application management, optimization, and potential decommissioning. Establishing software models is also integral in Step 6, as these models provide frameworks for understanding application functionality, performance metrics, and alignment with business objectives. This helps ensure that the organization can prioritize applications that deliver the most value while mitigating any identified risks effectively. While community engagement practices, reporting mechanisms, and application classifications play important roles in the overall APM process, they are not the focus of Step 6. This step is specifically aimed at catering to the risk management aspect of application portfolios, making it a crucial component of strategic application governance.

6. As a capability planner, what should you establish based on industry norms?

A. Financial metrics for project investment

B. Capabilities that align with best practices

C. Application performance metrics

D. Budget forecasts for applications

Establishing capabilities that align with best practices is essential for ensuring that an organization's strategic goals are met efficiently and effectively. By focusing on industry norms and best practices, a capability planner can identify the competencies and resources necessary for driving optimal performance and innovation within the organization. Best practices reflect proven methods and approaches that lead to successful outcomes, allowing organizations to leverage the experiences and successes of others in their industry. This not only helps in minimizing risks associated with trial and error but also fosters a culture of continuous improvement. By aligning capabilities with these best practices, organizations are better positioned to respond to market demands, improve service delivery, and enhance operational effectiveness. The other choices, while important in their own right, do not directly focus on aligning capabilities with industry norms. Financial metrics for project investment are more about assessing the viability of a project rather than establishing capabilities themselves. Application performance metrics pertain to how well existing applications function but may not address the underlying capabilities needed for future growth. Budget forecasts for applications are crucial for financial planning but do not guide the development of capabilities that need to be established based on industry standards.

SAMPLE

7. Which role is necessary to install APM?

A. APM Analyst

B. Admin

C. Business Planner

D. APM Read

The role of Admin is crucial for installing Application Portfolio Management (APM) because this role has the necessary permissions to access and modify system settings, including the installation of applications. Admins typically hold elevated privileges within the system that allow them to manage user roles, define security policies, and access advanced configuration options required for setting up new applications like APM. In the context of APM, the installation process often involves integrating APM with existing systems, configuring parameters, and ensuring that all necessary components are properly deployed in the ServiceNow environment. An Admin is equipped to handle these aspects effectively, ensuring that the installation proceeds smoothly without any issues regarding permissions or access. Other roles, while potentially important in their respective areas, do not possess the same level of authority or access needed to perform installations. For example, an APM Analyst may focus on analyzing and optimizing application performance but does not have the authority to install applications. Similarly, a Business Planner might be involved in strategic decisions regarding application portfolios but wouldn't typically be responsible for the technical aspects of installation. An APM Read role suggests a permission to view APM-related data and reports but lacks the privileges necessary for installation and initial setup tasks. Thus, the Admin role is essential for the successful installation of

8. What is the purpose of integrating APM with PPM?

A. To manage user roles

B. To create business units

C. To track execution of strategic goals and recommendations

D. To assign APM tasks

Integrating Application Portfolio Management (APM) with Project Portfolio Management (PPM) serves a crucial function in aligning IT initiatives with the overall strategic objectives of an organization. The primary purpose is to track the execution of strategic goals and recommendations. This integration allows organizations to assess their application portfolios and better understand how these applications contribute to broader business strategies. When APM and PPM are integrated, it enables decision-makers to prioritize investments in applications based on how well they support strategic priorities. This streamlined view fosters a more cohesive approach to managing resources, thereby increasing the effectiveness of both portfolios. By monitoring the alignment of applications with strategic goals, organizations can more effectively allocate resources, reduce redundancies, and ensure that projects being undertaken are consistent with the most critical objectives. This focus on tracking execution makes it easier for organizations to evaluate performance against their strategic goals, guiding future decisions about application development, improvement, and retirement. The result is a more strategic alignment of technology initiatives with business needs, which is crucial for maintaining competitiveness in today's fast-paced market.

SAMPLE

9. Which of the following strategies can enhance user adoption of applications?

A. Minimizing training opportunities

B. Ignoring user feedback after implementation

C. Conducting training and incorporating feedback

D. Restricting access to new applications

The strategy of conducting training and incorporating feedback is key to enhancing user adoption of applications. When users receive adequate training, they gain the necessary skills and confidence to navigate and utilize the applications effectively. This training can cover not only the basic functionalities but also advanced features that may enhance user productivity and satisfaction. Additionally, incorporating user feedback after implementation is vital. By actively seeking and acting on users' experiences and suggestions, organizations can make improvements that align the application with actual user needs. This demonstrates to users that their opinions are valued, which can lead to increased engagement and a sense of ownership over the application. When users feel their input has a direct impact, they are more likely to embrace the application and utilize it regularly. Combined, these approaches create an environment where users can thrive, ultimately driving higher adoption rates.

10. How can one access the Application Portfolio Management Portal?

A. Business Planner > Home > Application Portfolio Management Portal

B. Application Portfolio Management > Home > Application Portfolio Management Portal

C. Application Portfolio Management > Dashboard > Home

D. Application Management > Home > Business Planner

Accessing the Application Portfolio Management Portal typically involves navigating through a specific menu structure within the application. The correct pathway emphasizes the importance of starting within the Application Portfolio Management section, which directly relates to the functionality and purpose of accessing the portal. When you begin from the Application Portfolio Management menu, it ensures that you are within the right context for exploring various functionalities associated with managing applications effectively. This pathway is designed to streamline user experience, allowing users to quickly locate relevant tools and features that support their portfolio management tasks. This structure not only enhances efficiency in navigating the system but also helps users maintain focus on the application-related functions they need to execute. By selecting the correct route, users can access tools such as application assessments, lifecycle management, and other critical analysis functions that reside specifically within the Application Portfolio Management domain.

SAMPLE

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://cis-applicationportfoliomanagement.examzify.com

We wish you the very best on your exam journey. You've got this!

SAMPLE