

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Hands-on exercises in a ServiceNow Personal Developer Instance (PDI) every day
- We do not teach the test. We always deliver valuable hands-on experience
- All reading material and study guides sent to you when you register
- Every course taught by experienced ServiceNow-certified practitioners
- Six months mentoring access to our engineers after the course

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **three-day instructor-led training camp, Monday to Wednesday**. About 60% lecture and 40% hands-on labs and practice exams. Hands-on work is set to suit the group and the delivery method. Contact us for the schedule covering your dates.

PREREQUISITES

- No certification prerequisite - Certified System Administrator recommended

TARGET AUDIENCE

- PMO and portfolio managers
- ServiceNow implementers and administrators
- Project managers using ServiceNow
- Service members, veterans and military spouses using AF COOL, Army CA, MyCAA or VET TEC 2.0

EXAM

Exam	ServiceNow CIS - Strategic Portfolio Management
Exam fee	\$450 USD per attempt, set by ServiceNow; retakes \$225
Format	60 multiple-choice questions, 90 minutes
Passing	Not published by ServiceNow
Delivery	Testing center or online proctored; we help you schedule

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

COURSE OVERVIEW

thinQtank® Learning is offering a unique three-day training camp comprised of three days of instructor-led learning that gives students the knowledge and skills needed to implement ServiceNow Strategic Portfolio Management: idea and demand, project management, resource management, timecards, SPM financials, the Portfolio Planning Workspace and analytics.

CIS-SPM validates the skills to implement portfolio, project and resource management on ServiceNow.

This course prepares you for the **ServiceNow CIS - Strategic Portfolio Management** exam.

WHAT YOU WILL BE ABLE TO DO

- Explain SPM and its applications
- Turn ideas into demands and demands into projects
- Manage project scope, schedule, resources and financials
- Plan portfolios in the Portfolio Planning Workspace
- Configure timecards and resource management
- Report status, risks and issues

COURSE OBJECTIVES

Primary course objectives, following the official exam outline:

- SPM Implementation Overview
- Idea and Demand
- Project Management
- Resource Management
- Timecard Management
- SPM Financials
- Portfolio Planning Workspace
- SPM Platform Analytics & Dashboards
- SPM Better Together

EXCLUSIVE LEARNING PACKAGE

- thinQtank® Learning Accelerated Custom Exam Study Guide for this exam
- Practice exams built to the official exam outline
- Additional hours of remote lab access
- Custom video recordings for review
- Retake any or all of the course, in person or live online, for 24 months

SERVICENOW CERTIFICATION PATH

Certified System Administrator (CSA)

Recommended first

This Implementation Specialist credential

Professional

Certified Technical / Master Architect

Expert programs

COURSE MODULES

01 SPM Implementation Overview	2% of exam	05 Timecard Management	5% of exam
› Topic A: SPM applications		› Topic A: Timecards	
› Topic B: Implementation approach		› Topic B: Policies	
02 Idea and Demand	18% of exam	06 SPM Financials	10% of exam
› Topic A: Idea portal		› Topic A: Cost plans	
› Topic B: Demand assessment		› Topic B: Benefit plans	
› Topic C: Conversion		› Topic C: Financial forecasting	
03 Project Management	30% of exam	07 Portfolio Planning Workspace	8% of exam
› Topic A: Projects and planning console		› Topic A: Portfolio planning	
› Topic B: Scope and schedule		› Topic B: Roadmaps	
› Topic C: Risks, issues and status		08 SPM Platform Analytics & Dashboards	2% of exam
04 Resource Management	23% of exam	› Topic A: Dashboards	
› Topic A: Resource plans		› Topic B: Indicators	
› Topic B: Capacity		09 SPM Better Together	2% of exam
› Topic C: Allocation		› Topic A: Integration with ITSM and other apps	

TERMS

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