Though already few of our collogues has shared the questions and information that they gathered while completing the Implementation Certification Exam, Please refer to those as well as they were helpful for me too. Some of the questions I am mentioning below were exactly same just having different options. Also I am sharing my experience and few questions I remember as in this exam questions are lengthy so bit tough for me to remember more. ☺☺

For this exam I have realized that questions are much based on implementation process instead of development utilities and due to that questions are lengthy and scenario based. We need to read it out thoroughly before select a correct answer. For me it took almost 75 min out of 90 mins for this exam and that is two high in comparison to the other two exam Admin and developer I completed last year.

**I strongly recommend for some of the topics below to go in details before taking the exam:**

[**http://wiki.servicenow.com/index.php?title=LDAP\_Integration#gsc.tab=0**](http://wiki.servicenow.com/index.php?title=LDAP_Integration%23gsc.tab=0)

[**http://wiki.servicenow.com/index.php?title=LDAP\_Integration\_Setup#gsc.tab=0**](http://wiki.servicenow.com/index.php?title=LDAP_Integration_Setup%23gsc.tab=0)

[**http://wiki.servicenow.com/index.php?title=External\_Authentication\_(Single\_Sign-On\_-\_SSO)#gsc.tab=0**](http://wiki.servicenow.com/index.php?title=External_Authentication_(Single_Sign-On_-_SSO)%23gsc.tab=0)

[**http://wiki.servicenow.com/index.php?title=StartNow\_Methodology#gsc.tab=0**](http://wiki.servicenow.com/index.php?title=StartNow_Methodology%23gsc.tab=0)

[**http://wiki.servicenow.com/index.php?title=High\_Security\_Settings**](http://wiki.servicenow.com/index.php?title=High_Security_Settings)

[**http://wiki.servicenow.com/index.php?title=Using\_Access\_Control\_Rules**](http://wiki.servicenow.com/index.php?title=Using_Access_Control_Rules)

[**http://wiki.servicenow.com/index.php?title=Technical\_Best\_Practices**](http://wiki.servicenow.com/index.php?title=Technical_Best_Practices)

[**http://wiki.servicenow.com/index.php?title=GlideSystem**](http://wiki.servicenow.com/index.php?title=GlideSystem%20)

[**http://wiki.servicenow.com/index.php?title=Troubleshooting\_Performance**](http://wiki.servicenow.com/index.php?title=Troubleshooting_Performance)

[**http://wiki.servicenow.com/index.php?title=Running\_System\_Diagnostics**](http://wiki.servicenow.com/index.php?title=Running_System_Diagnostics)

[**http://wiki.servicenow.com/index.php?title=Troubleshooting\_Homepage\_Performance**](http://wiki.servicenow.com/index.php?title=Troubleshooting_Homepage_Performance)

[**http://wiki.servicenow.com/index.php?title=Scrum\_Charts**](http://wiki.servicenow.com/index.php?title=Scrum_Charts)

Please refer below link to give online mock test to check your preparation level and also there are many questions that comes in exam from this mock test questions but just there are word play into that.

<https://www.classmarker.com/online-test/start/?quiz=j4q54a10dac3a086>

**Please find below some of the questions that I remember from the exam.**

1) What is correct order of StartNow Implementation stages?

Answer: Plan, Discover, Prepare, Deploy and Operate

2) Which of the following statement is true for an inbound email action stop processing?

Answer: event.state = "stop\_processing"

3) Which of the following protocol is used to send outbound emails from service-now.?

Answer: SMTP

4) Which of the following statement is TRUE about sys\_dictonary?

Answer: sys\_dictioanry is a table where all the details about the tables and fields their dictionary attributes, default values are stored

5) Which of the following statement is TRUE for a field on an audited table?

Answer: add "no\_audit = true" to attribute for exclude from auditing

6) When we are moving an update set from dev instance to production which is true from below options?

Answer: Source and target instance should be in same version.

Note: Though there are many best practices so options may be different.

7) Which method is used in Client Script?

Answer: g\_form.getValue()

8) Which one from below is used in record producer script field?

Answer: producer.variable\_name

9) When you need to hide/show some fields from the form on the basis of user role what is the good option to use from below:

Answer: Views

10) Have a SLA of 2 days with schedule of 9-5 weekdays (excluding holidays).And SLA starts at Thursday noon and when is expected expire?

a) Following Monday noon

b) Following Friday noon

c) Following Tuesday noon

d) Following Thursday noon

Answer: Following Monday noon

11) Which hardware stack from below is used in SNOW?

a) weblogic/MySQL

b) tomcat/MySQL

c) tomcat/Oracle

Answer: tomcat/MySQL

12) What is the correct order of execution from below?

a) Query, Display, Before, After

b) Query, Before, Display, After

c) Before, After, Query, Display

d) Display, Before, Query, After

Answer: Query, Display, Before, After

13) What is correct from below that show transaction log?

Answer: Client Transaction Timing

14) What are two aspects of LDAP INTEGRATION?

Answer: Data population and Authentication

15) What is the port number used for LDAP and LDAPS?

Answer: 389 and 636

16) What are the authentication used in REST web service?

a) Mutual authentication

b) OAUTH 2.0

c) OATH 2.0 and mutual authentication

d) Basic authentication

Answer: b,d

17) Which of the following statement is true about Service-Now LDAP?

Answer: ServiceNow LDAP has only read access to customers AD

18) How to check ServiceNow instance memory?

Answer: stats.do

19) Which of the following statement is the best practice to create a new Firewall table in the ServiceNow instance?

Answer: Create a Firewall table that extends cmdb\_ci table

20) In a ServiceNow instance, there is a table called Problem task and that extends Task table. Task table has a field called "Short Description" and admin creates a new filed Called "Short Description" in Problem task table. Which statement is true?

a) Problem task table overrides Short Description field

b) Problem task table form can show two Short Description fields by personalizing form

c) Task table deletes Short Description field

d) Problem task table does not allow creating Short Description field

Answer: Problem task table form can show two Short Description fields by personalizing form

21) Which one of the following statements is true?

a) Task table can be extended and it can extends any other table

b) Task table cannot extended

c) Task table can be extended and it cannot extends any other table

Answer: Task table can be extended and it cannot extends any other table

22) User is able read the record in Restaurant Table but not able to write the field Name. Two ACL’s in place to the role restaurant\_user

Table.\* read ACL

Table.Name write ACL

Which of the below statements is true

a) The testing is incorrect. The user should be able to write in the field Name with the above two ACL’s

b) A new write ACL is to be created with Write Access to Table.Name to the role

c) A new update ACL is to be created with Write Access to Table.Name to the role

d) A new write ACL is to be created with table.\* to the role

Answer: The testing is incorrect. The user should be able to write in the field Name with the above two ACL’s

23) An outbound SOAP message is defined. Which function can invoke the SOAP message?

a) UI Policy

b) UI Action

c) UI Properties

d) Data Policy

Answer: UI Action

24) What is correct below about StartNow Methodology.?

Answer: Plan, Discover, Prepare, Deploy, Operate (Easy way to remember is PDPDOT. T stands for Transform)

25) What is correct option from below to get VPN when required?

Answer: Submit request in HI

26) There were some questions on Scrum chart. In my exam it was asked to differentiate in Velocity Chart and Burn down Chart.

Questions added by Divya Arora

Date: 07/04/2017

1. Which of the following protocol is used for create, update and delete incident through emails?

a) SMTP

b) POP3

c) HTTP

d) SOAP

Answer: POP3

2. Which one is recommended as a part of best practices?

a) Do not enable the homepage render cache

b) Decrease the homepage refresh time

c) Reduce the number of gauges adds into the Homepage

Answer: Reduce the number of gauges adds into the Homepage

3. Implementing ServiceNow for large and global client with various sprint teams and for this which one is true?

a) ServiceNow product module contain one Product with multiple Sprints, Releases, Stories

b) ServiceNow Product module contains various products and its own sprints, releases and stories

c) A product with no releases

d) A product with its sprint, stories but no releases

Answer: ServiceNow Product module contains various products and its own sprints, releases and stories

4. What is sys\_id?

a) A Unique 32-bit value with GUID data type for a table

b) A Unique 16-bit value with GUID date type for a table

c) A Unique 32-bit value with GUID data type for a record

d) A Unique 16-bit value with GUID date type for a record

Answer: A Unique 32-bit value with GUID data type for a record

5. Which method is used for to check if the object is null or contains an empty string.

a) nil()

b) empty()

c) null()

d) false()

Answer: nil()

6. Which method is used to get variable value in Requested items table's client script?

a) g\_form.getValue()

b) g\_form.getControl()

c) g\_form.gel()

d) current.variable\_pool.<variable\_name>

Answer: g\_form.getValue()

7. The perceived performance of your ServiceNow instance is made up of?

a) Application Server response, Network latency and throughput, Browser rendering and parsing

b) Database Server response, Network latency and throughput, Browser rendering and parsing

c) Only Network latency, throughput and Browser rendering and parsing

Answer: Application Server response, Network latency and throughput, Browser rendering and parsing

8. In a ServiceNow instance there is table called Abc and that extends task table. There is a ACL in parent (task) level and There are TWO ACLS in child (Abc) table level for A field. Which one is true?

a) Either rule met, then access granted

b) Neither rule met then access granted

c) All rule met then access granted

d) Field cannot be accessed

Answer: Either rule met, then access granted

9. Which protocol is used to make LDAP secure

1. LDAPS
2. TLS
3. HTTPS
4. HTTP

Answer: LDAPS

10. A user has security\_admin role can he grant security\_admin role to other users? (True/False)

Answer: False🡪 Users with admin role can give security\_admin role to other users

11. When the default action is set to Deny. A new application module and tables were created. No new ACL's were written. Which of the statement is true?

1. The Users should be able to see all the application, modules and tables and read, write and update the records
2. The users will not be able to see any of the new application, module and tables created and will not be able to read write and update
3. The users will not be able to see any of the new application, module and table created but will be able to read write and update if given access to the records

Answer: The users will not be able to see any of the new application, module and tables created and will not be able to read write and update

12. A new application module and tables were created. No new ACL's were written. Will users with Admin role can see Application and module? (True/False)

Answer: True

13. What is the order of Business rule to run?

a) Before, Query, After, Display

b) Display, Query, Before, After

c) Display, Before, Query, After

d)Query, Display, Before, After

Answer: d

14. Why we need callback function with g\_form.getReference() method?

a) It makes call synchronous

b) It makes call asynchronous

c) User must wait unless response is received

d) None of the above

Answer: b

15. ServiceNow supports VPN encryption for traffic

a. From instance to customer network

b. From customer network to ServiceNow

c. Back and forth between the customer network and ServiceNow

d. Only from customer

Answer: a

16. What is the port of LDAPS?

Answer: 636

17. ServiceNow provides customers with a dedicated database, application and data isolation using which one of the following models?

a. Single-tenant

b. Multi-tenant

c. Hybrid Cloud

d. Domain Separation

Answer: a

18. What can you use to enforce process and data separation?

a. Domain separation

b. Business Rules

c. Transform Maps

d. Import Sets

Answer: a

19. What is the syntax to replace variable in SOAP envelope?

a. ${variable\_name}

b. {$variable\_name}

c. {variable\_name}

Answer: a

20. What will degrade performance severely if used in a before business rule?

a. current.update()

b. gs.setAbortAction ()

c. gs.eventQueue ()

d. current.setRedirect ()

Answer: a

21. What is correct order of StartNow Implementation stages?

a) Plan, Discover, Prepare, Deploy and Operate

b) Discover, Plan, Prepare, Deploy and Operate

c) Plan, Prepare, Discover, Deploy and Operate

d) Plan, Prepare, Discover, Operate and Deploy

Answer: Plan, Discover, Prepare, Deploy and Operate

22. Which one of following component’s execution order is defined by system not by user?

a) Business Rule

b) Client Script

c) Script Actions

d) UI Policies

Answer: Client Script

23. Which of the following statement is TRUE about sys\_dictionary?

a) sys\_dictionary is a field and used for make field mandatory

b) sys\_dictionary is a table where all the details about the fields are stored

c) There is nothing like sys\_dictionary in the ServiceNow

Answer: sys\_dictionary is a table where all the details about the fields are stored

24. What is TRUE about Update set?

a) All data and Process task/ticket changes captured

b) Any process request/ticket changes and all configuration changes captured

c) Workflow cannot be captured

d) Homepage can be captured

Answer: Homepage can be captured

25. Client Transaction Time plugin is used for?

a) log a message

b) Add more information about transaction times

c) delete client transactions

Answer: Add more information about transaction times

26. LDAP is used for?

a) Data population and Authentication

b) Data deletion and transaction

c) Store a password in ServiceNow

Answer: Data population and Authentication

27. If Mid Server is used with LDAP is authentication encrypted? (T/F)

Answer: False

28. Which of the following statement is true when ServiceNow consumes the customer's web service?

a) Define a SOAP message in ServiceNow

b) Define a Inbound web service in ServiceNow

c) Define Scheduled job in ServiceNow

d) Define Import sets

Answer: Define a SOAP message in ServiceNow

29. Which of the following component can affects the form loading performance?

a) Before Business Rule

b) Client Script

c) Update Sets

d) Script Includes

Answer: b

30. Which one of the following statements is true?

a) Task table can be extended and it can extend any other table

b) Task table cannot extended

c) Task table can be extended and it cannot extend any other table

Answer: c

**Please go through below links as well before you go for the exam 🡪**

<https://quizlet.com/45717799/servicenow-implementation-specialist-flash-cards/>

<http://www.scribd.com/doc/270721243/Implementer-StudyGuide#>

<http://www.scribd.com/doc/250490612/More-Dumps-for-Service-Now-Implementation-Specialist#scribd>

**Below are few important topics you must go through before taking the Certification 🡪**

1. **ACLs**
2. **SSO**
3. **VPN**
4. **LDAP**
5. **Story Estimation**
6. **Update sets**
7. **StartNow**
8. **Performance Best Practices**
9. **Business Rules**