

ServiceNow Certified System Administrator Exam Specification

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Introduction

The ServiceNow Certified System Administrator Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Certified System Administrator certified.

Exam Purpose

The Certified System Administrator exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system.

Successfully passing this Certification exam also establishes a set of skills necessary to continue in the ServiceNow Certification paths. It is a prerequisite for advanced courses.

Exam Audience

The Certified System Administrator exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow ServiceNow Certified System Administrator.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow Product documentation site, [Now Platform Administration](#) 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 Certified System Administrator exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- ServiceNow Fundamentals

Upon completion of ServiceNow Fundamentals course, the candidate will be eligible to [obtain or purchase](#) a nontransferable voucher code to register for the Certified System Administrator exam.

Recommended Knowledge & Education

ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- No additional courses recommended

Additional Resources

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

- [Candidate Journey Guide](#) – a resource to guide you through the entire certification process
- [Now Platform Administration](#) - an overview of the ServiceNow platform

Additional Recommended Experience

- Industry experience with database concepts and system management.
- System administrator role and/or access to ServiceNow administrative applications and modules.
- Some knowledge of IT Help Desk processes and the incident, problem, and change workflows is also helpful.
- Three (3) to six (6) months experience using and/or maintaining a ServiceNow instance
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-topics 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.

	Learning Domain	% of Exam
1	User Interface & Navigation <ul style="list-style-type: none"> • ServiceNow Overview • Lists and Filters • Forms and Templates • Branding 	20%
2	Collaboration <ul style="list-style-type: none"> • Task Management • Notifications • Reporting 	20%

3	Database Administration <ul style="list-style-type: none"> • Data Schema • Application/Access Control • CMDB • Import Sets 	30%
4	Self-Service & Process Automation <ul style="list-style-type: none"> • Knowledge Management • Service Catalog • Flow Designer 	20%
5	Introduction to Development <ul style="list-style-type: none"> • Scripting • Migration and Integration • Development 	10%
Total		100%

Exam Registration

ServiceNow partners with Kryterion using their Webassessor platform for exam registration. Our mainline exams are offered at Kryterion test centers or can be taken anywhere online while a Kryterion proctor monitors the exam appointment.

To register for an exam, you will need to create a Webassessor account and then link it to your Now Learning account.

For individuals with a disability or English as Second Language (ESL), ServiceNow does offer reasonable accommodation while taking the certification exam.

NOTE: A special accommodation version of the exam is available. Contact 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 approximately 60 questions.

Multiple Choice (single answer)

For each multiple-choice question on the exam, there are at least 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. Partial credit is not provided.

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 an exam, a voucher is not needed to retake the exam. Register and pay for the exam in Webassessor. Review the [Candidate Journey Guide's Retake Policy for more information](#).

Sample Question(s)

Sample Item #1:

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self Service

Correct Answer: D

Sample Item #2:

Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- A. My Teams Work
- B. My Groups Work
- C. My Groups Tasks
- D. My Teams Tasks

Correct Answer: B

Sample Item #3:

Which one of the following is a definition for transform maps in ServiceNow?

- A. A map that is used to store the history of the incident records
- B. A map used to add data to encrypted fields
- C. A map used to trigger Business Rules before the data is queued in the outbound Web Service
- D. A map to determine relationships between fields displaying in an Import Set to fields in an existing table

Correct Answer: D

Sample Item #4

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

- A. Order Guides
- B. Request Types
- C. Variable Types
- D. Related Lists

Correct Answer: C

Sample Item #5:

What is the language used for scripting in ServiceNow?

- A. Java
- B. AngularJS
- C. JavaScript
- D. Jelly

Answer: C

For More Information

www.servicenow.com