Welcome to ServiceNow Micro-Certification Exam Specification

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Introduction

The Welcome to ServiceNow Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Welcome to ServiceNow certified.

Exam Purpose

The Welcome to ServiceNow Micro-Certification exam certifies that a successful candidate has the skill and knowledge to navigate the Next Experience UI and use the following areas of the Platform: Lists and Filters, Forms, Visual Task Boards (VTBs), the Report Designer and Dashboards, Knowledge, Service Catalog, and Virtual Agent.

Exam Audience

The Welcome to ServiceNow Micro-Certification exam is available to all ServiceNow customers, partners, and employees. The target audience for the exam includes anyone that is new to using the Platform. This Micro-Certification exam is not specific to any role or job function.

Exam Preparation

This exam will be presented in a simulator (lab) format to test your knowledge in the Platform. There are no questions in this exam, instead, you will illustrate what you have learned by performing certain tasks that were covered in the Welcome to ServiceNow course. You will be given a list of tasks with specific instructions on what is expected of each. After you complete each task, you may select **Validate Task** in ServiceNow University. There is no percentage or score for this simulator exam, it will be **pass/fail**.

Exam topics are only based on official ServiceNow training materials (which can be found in the **Additional ServiceNow Resources** lesson). Study materials posted elsewhere are not official and should not be used to prepare for the examination.

Prerequisite ServiceNow Training

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Welcome to ServiceNow Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Welcome to ServiceNow

Recommended Knowledge & Education

There are no additional courses required or recommended for this Micro-Certification exam. We do recommend that you complete **all** lessons, activities, and knowledge checks in the Welcome to ServiceNow course to prepare for this exam.

Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam. These resources are also mentioned in the Welcome to ServiceNow lessons.

- Product Documentation – [Next Experience global preferences](#)
- Product Documentation – [Use the list editor](#)
- Product Documentation – [Knowledge Management roles](#)
- Product Documentation – [Performance Analytics](#)
- Product Documentation – [Virtual Agent](#)

Additional Recommended Experience

- General familiarity with the navigating the ServiceNow Platform (Next Experience user interface)
- Navigating and validating simulator activities in ServiceNow University (can be found in the Instance Help video)
- General familiarity with industry terminology and acronyms

Exam Scope

The following table shows the topics on the exam and their weightings.

Exam Topics	Percent of Exam
Next Experience, Navigation, and Access	**12.5%**
Lists and Filters	**12.5%**

Forms	**12.5%**
Tasks	**12.5%**
Platform Analytics	**12.5%**
Dashboards	**12.5%**
Knowledge	**12.5%**
Service Catalog	**12.5%**

Exam Registration

Each candidate must register for the exam via [ServiceNow University](link). The exam is available directly through ServiceNow University as a non-proctored, 60-minute exam.

Exam Structure (Simulator Validation)

The exam consists of 7 tasks. For each simulation task, there are non-guided steps presented, listing out the requirements of each one. The person taking the exam will review the task instructions and compare them to the completed task in the simulator instance. At the end of the exam, all candidates may validate whether they pass or fail. To pass the exam, at least 6 out of 7 tasks must be completed and validated.

Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated after selecting **Validate Task** on the last task listed, and is 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.

Sample Instruction

Task Description: Platform User wants to submit a request for the "New Employee Resources" Knowledge Base to be created.

Task Instructions:

1. You will begin as the System Administrator. Impersonate **Platform User**.
2. Pin the **All** menu.
3. Navigate to and Favorite the **Self-Service > Knowledge** module. Notice there are no resources available for new hires.
4. Navigate to the Service Portal and request a new knowledge base called, "**New Employee Resources**".
5. **Submit** the request.