

ServiceNow Certified Application Developer Exam Specification

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Introduction

This ServiceNow Certified Application Developer Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow Certified Application Developer.

Exam Purpose

The ServiceNow Certified Application Developer Exam certifies that a successful candidate has the skills and essential knowledge to develop applications to solve business problems both for their employers and for sharing with the ServiceNow ecosystem.

Exam Audience

The ServiceNow Certified Application Developer Exam is available to ServiceNow customers, Partners, sales engineers, and others interested in attaining this particular certification.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow documentation site, 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 Application Developer exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [Scripting in ServiceNow Fundamentals](#)
- [Automated Test Framework](#)
- [Application Development Fundamentals](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Application Developer exam.

Recommended Knowledge & Education

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

- [Certified System Administrator](#)

Additional Recommended Experience

- Six (6) months hands-on experience developing applications in ServiceNow. Successful candidates have application development and system administration roles and belong to groups that allow developer access to ServiceNow.
- General familiarity with industry terminology, acronyms, and initialisms.

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically 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-skills 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	Designing and Creating an Application	20%
	Determine if an application is a good fit with ServiceNow	
	Design and implement a data model	
	Create modules	
	Use Application Scope	
2	Application User Interface	20%
	Create, design, and customize forms	
	Add/Remove fields from forms and tables	
	Write, test, and debug client-side scripts for desktop	
	Write, test, and debug server-side scripts	
	Use a Record Producer as an application's UI	
3	Security and Restricting Access	20%
	Restrict access to applications and application modules	

	Automatically create application Access Controls	
	Manually create, test, and debug Access Controls	
	Use GlideSystem methods to script security	
	Use Application Scope to protect application artifacts	
4	Application Automation	20%
	Write, test, and debug Workflow and Flow Designer	
	Implement and use Document Feeds	
	Create and use Application Properties	
	Create Events, Scheduled Script Executions (Scheduled Jobs), and Utils (application) Script Includes	
	Send and receive email	
	Design and create Homepages and reports	
5	Working with External Data	10%
	Import data in CSV or Excel format	
	Integrate to, including testing and debugging, an external data source using SOAP	
	Integrate to, including testing and debugging, an external data source using REST	
6	Managing Applications	10%
	Download and install applications	
	Use Delegated Development to manage source code and code review	
	Use the ServiceNow Git integration to manage source code	
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Application Development Fundamentals training prerequisite.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the Certified Implementation Specialist exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

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. For each question on the examination, there are multiple possible responses. The person taking the exam reviews the response options and selects the *most correct* answer to the question.

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. Multiple-select questions have two or more correct responses.

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 to pass an exam, they may register to take the exam again up to three more times for a cost of \$75.

Sample Question(s)

Sample Item #1:

ServiceNow Desktop applications automatically run on which platform(s):

- A. Desktop
- B. Smartphone
- C. Desktop and Smartphone
- D. Desktop and Tablet

Answer: D

Sample Item #2:

You are writing an Async Business Rule for a table in a different scope than the Business Rule record. Which one of the following database operations CANNOT be part of the Async Business Rule's configuration?

- A. Query
- B. Update
- C. Delete
- D. Insert

Answer: A

Sample Item #3:

Which one of the following is NOT a GlideUser (g_user) method?

- A. `userName()`
- B. `getFullName()`
- C. `hasRole()`
- D. `hasRoleExactly()`

Answer: A

Sample Item #4:

How do you configure a Scheduled Job to execute on the last day of every month?

- A. Set the Run field value to Periodically and the Repeat Interval value to 31
- B. Set the Run field value to Periodically and the Repeat Interval value to Last Day
- C. Set the Run field value to Monthly and the Day field value to 31
- D. Set the Run field value to Monthly and the Day field value to Last Day

Answer: C

Sample Item 5:

Which utility is used to determine if field names in an Import Set match the field names on the target table when importing data into ServiceNow?

- A. Transform Maps
- B. Auto Map Matching Fields
- C. CI Relationship Builder
- D. Business Service Management Map

Answer: B

Sample Item #6:

When managing global application files, you can NOT:

- A. Add files from global scope to a global application
- B. Remove files from a global application
- C. Move an application file between global applications
- D. Move application files into or out of a scoped application

Answer: D