ServiceNow Certified Implementation Specialist Examination Specification

Introduction

The ServiceNow Certified Implementation Specialist Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and the prerequisites needed to become a ServiceNow Implementation Specialist.

Exam Purpose

The ServiceNow Implementation Specialist Certification Exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow platform.

Audience

The ServiceNow Implementation Specialist Certification Exam is available to ServiceNow employees and Authorized Services Partners.

Experience

Successful candidates for this certification should have industry experience with database concepts and system management. Knowledge of IT Help Desk processes and the incident, problem, and change workflows is necessary. At least six months experience using and maintaining an instance in ServiceNow is recommended. Experience with requirements gathering, discovery and scripting are also recommended along with performing several end-to-end implementations.

Prerequisites

- Pass Certified System Administrator Exam
- ITIL v3 Foundation Certified

Exam Structure

The following table shows the knowledge domains measured by this exam and the percentage of questions represented in each domain.

Learning Domain		% of Exam
1	Engagement Methodology and Project Planning	10
2	Core System Setup	25
3	Security	15
4	Tuning and Performance	20
5	Configuration	30
	Total	100

About Questions and Responses

For each question on the exam, there are four (4) possible responses. The person taking the exam reviews the response options and selects the most correct answer to the question. A wrong answer, called a distractor, is an incorrect answer a candidate with incomplete skill or knowledge may choose. A distractor is a plausible option that fits into the topic area defined by a test objective, but is not the correct response.

Questions are presented in the following format:

Multiple Choice (single answer)

An examinee selects ONE (1) response that most accurately answers the question.

The Testing Process

Each candidate must register for the exam. 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.

Exam Results

After completing and submitting the exam, results are immediately calculated and displayed to the candidate. A Pass or Fail message is displayed giving the candidate immediate results.

Exam Content Description

Exam content is divided into Learning Domains that correspond to the System Administration course modules. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

Each Learning Domain and its learning objective are covered in this section. A sample question is also provided.

NOTE: This ServiceNow Implementation Specialist Certification Exam Blueprint includes test objectives, weighting, and sample questions. The sub-skills listed to clarify the test objectives include a few examples but should NOT be considered an all-inclusive list of exam content. The sample items listed as examples represent a "medium" level of difficulty.

Learning Domain 1 - Engagement Methodology and Project Planning

 A. Project management
 B. Project scope
 C. Release strategy
 D. Requirements definition

Sample Item

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

Learning Domain 2 - Core System Setup

 A. Company Settings and Homepages
 B. LDAP
 C. Web Services

Sample Item

Within the ServiceNow application, a technical consultant has created and tested a new Outbound SOAP Message. In order for the consultant to invoke the new SOAP message within the ServiceNow application, which of the following can be created?

 A. UI Policy
 B. Business Rule
 C. UI Property
 D. Import Set

Learning Domain 3- Security

A. Application Security Model
B. Access Control
C. Field encryption
D. VPN requirements

Sample Item

Which one of the following is a valid reason for a customer to obtain a VPN connection for their ServiceNow implementation?

A. Encrypt end user access to ServiceNow
B. Encrypt a SOAP message to ServiceNow
C. Encrypt communication between a MID Server and a customer ServiceNow instance
D. Encrypt the communication path between a customer ServiceNow instance and their enterprise mail server

Learning Domain 4 - Tuning and Performance

A. Cloud Infrastructure Model
B. High Availability and Disaster Recovery
C. Diagnostic tools
D. Performance best practices

Sample Item

Which one of the following would improve the performance of loading forms within ServiceNow?

A. Reduce the number of related lists configured for a form
B. Increase the number of client scripts for a table
C. Reduce the number of read only fields defined for a form
D. Reduce the number of mandatory fields defined for a form

Learning Domain 5 - Configuration

A. Fields, Forms, Views, Lists
B. UI Actions and Policies
C. Business Rules
D. Client and Server-side Scripts
E. Import Sets

Sample Item

Which one of the following is the proper syntax for accessing the values of variables from the record producer script field?

A. g_form.getReference('variable_name')
B. g_form.getVariable('variable_name')
C. producer.variable_name
D. current.variable_name