

ServiceNow Certified System Administrator

Examination Specifications

Introduction

This ServiceNow Certified System Administrator Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow System Administrator. This is the first certification exam in the ServiceNow Certification Program.

Exam Purpose

The ServiceNow System Administrator Certification 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.

Audience

The ServiceNow System Administrator Certification Exam is available to ServiceNow customers, partners, sales engineers, and others interested in attaining the ServiceNow System Administrator Certification.

Experience

Successful candidates for this certification should have industry experience with database concepts and system management. Some knowledge of IT Help Desk processes and the incident, problem, and change workflows is also helpful. Three to six months of experience using and maintaining an instance in ServiceNow is recommended.

Prerequisites

This exam does not have any specific requirements such as familiarity with programming languages such as JavaScript or C++. The ServiceNow System Administration class materials are the basis for this exam. Questions and test information are presented in the class slides and notes, activities, labs, and exercises.

Additionally, we recommend at least three to six months hands--on experience using a ServiceNow instance. Successful candidates have system administration roles and belong to groups that allow administrative access to ServiceNow administrative applications and modules.

General Prerequisites Skills for Certification

A successful candidate can:

- Create new applications and new modules to establish an information hierarchy.
- Personalize and create forms and fields for the various roles and groups to target company requirements.
- Define Service Level Agreements (SLAs), notifications, and reports.
- Interact with the ServiceNow Knowledge Base for company use.
- Implement security controls by using contextual security and develop a security scheme by using contextual security controls.
- Establish a maintenance schedule through the ServiceNow upgrade calendar and recognize good practice opportunities.
- Move data in and out of an instance using import sets and transform maps.
- Fulfill ESS user requests using Service Catalog to create items and record producers, variables, and workflows.

Exam Structure

The exam consists of 60 questions delivered in a 90-minute period. The following table shows the learning domains measured by this exam and the percentage of questions represented in each domain.

| LEARNING DOMAIN | % OF EXAM |
|---|-----------|
| 1. ServiceNow Core Configuration and User Interface | 20 |
| 2. User Administration | 10 |
| 3. Data Management | 15 |
| 4. The Service Automation Platform | 25 |
| 5. Core Application Administration | 20 |
| 6. Ongoing Maintenance | 10 |
| Total: | 100 |

About Questions and Responses

For each question on the examination, there are typically 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 one of these formats.

Multiple Choice (single answer)

An examinee selects one response that most accurately answers the question.

True or False

An examinee is presented with a statement and is asked to select the correct answer from the two options; the statement is either true or false.

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 System Administrator 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 an exact 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. Access to a web browser, a webcam, and broadband access to the Internet is required.

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 feedback.

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. Below is a list of each Learning Domain and its learning objectives. A sample question is also provided.

Note: This ServiceNow System Administrator 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 listing of the examination content. The Sample Items listed as examples represent a “medium” level of difficulty.

Learning Domain 1: ServiceNow Core Configuration and User Interface**1.0 *Foundations Online Modules***

- 1.0.1 Explain what ServiceNow is and what it does
- 1.0.2 Identify and interact with various content pane information formats
- 1.0.3 Navigate through ServiceNow and search for items
- 1.0.4 Work with links, lists, and forms to create an Incident as an end user
- 1.0.5 Investigate a Problem
- 1.0.6 Implement a Change as an IT User (Fulfiller)
- 1.0.7 Perform system configurations and personalization as a system administrator

1.1 *UI Essentials*

- 1.1.1 Identify the User Interface (UI) elements used by ServiceNow
- 1.1.2 Efficiently navigate the User Interface (UI)
- 1.1.3 Perform effective searches
- 1.1.4 Define customization and personalization
- 1.1.5 Customize instance and screen components

1.2 *Configuration Essentials*

- 1.2.1 Create, manage, and personalize lists, forms, and fields
- 1.2.2 Create and apply filters
- 1.2.3 Work with breadcrumbs
- 1.2.4 Activate plugins

1.3 *Mobile Platform*

- 1.3.1 Identify supported mobile devices
- 1.3.2 Interact with ServiceNow mobile interface

Domain 1 Sample Test Question

What application is available to all users?

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

(Answer: D)

Learning Domain 2: User Administration**2.1 *Perform User Administration***

- 2.1.1 Add and configure new user accounts
- 2.1.2 Modify existing user accounts
- 2.1.3 Establish groups and assign users to groups
- 2.1.4 Define and apply roles

Domain 2 Sample Test Question

Which table stores roles?

- A. user_role
- B. sys_user_role
- C. imp_user
- D. sys_role

(Answer: B)

Learning Domain 3: Data Management**3.1 *Tables***

- 3.1.1 Work with existing tables and records
- 3.1.2 Define new tables
- 3.1.3 Extend tables
- 3.1.4 Explain table relationships
- 3.1.5 View a Schema map
- 3.1.6 Navigate Business Service Management (BSM) Maps

3.2 *Import Sets*

- 3.2.1 Define an import set
- 3.2.2 Create new Import Sets
- 3.2.3 Load data and create a transform map
- 3.2.3 Clean up import set tables

3.3 *CMDB*

- 3.3.1 Identify the Configuration Management Database (CMDB)
- 3.3.2 Add and map Configurations Items (CIs)
- 3.3.3 Analyze Problems using BSM Maps

Domain 3 Sample Test Question

What is a transform map 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

(Answer: D)

Learning Domain 4: The Service Automation Platform**4.1 *Knowledge Base***

- 4.1.1 Define Knowledge Base
- 4.1.2 Create a Knowledge Base article
- 4.1.3 Attach a Knowledge Base article to an Incident
- 4.1.4 Search the Knowledge Base
- 4.1.5 Customize the Knowledge Base

4.2 *Service Catalog*

- 4.2.1 Identify Service Catalog major components
- 4.2.2 Differentiate Service Catalog Requests, Items, and Tasks
- 4.2.3 Create a Service Catalog item with record producers and variables
- 4.2.4 Create a Service Catalog Order Guide

- 4.2.5 Identify the purpose of multiple service catalogs
- 4.2.6 Describe the Service Catalog Item Designer

4.3 Workflows

- 4.3.1 Use the Workflow Editor
- 4.3.2 Open, checkout and edit existing Workflows
- 4.3.3 Create a new Service Catalog Workflow with approvals and tasks
- 4.3.4 Create and modify Workflow stages
- 4.3.5 Identify and select appropriate Workflow activities
- 4.3.6 Publish and test Workflows

4.4 SLAs

- 4.4.1 Define Service Level Agreements (SLAs)
- 4.4.2 Identify the three types of SLAs
- 4.4.3 Make changes to existing SLAs
- 4.4.4 Create new SLAs
- 4.4.5 Monitor actions in an SLA Workflow

4.4 Reporting

- 4.4.1 Run existing reports
- 4.4.2 Define metrics
- 4.4.3 Create and modify reports
- 4.4.4 Define and refresh gauges
- 4.4.5 Create and modify homepages

Domain 4 Sample Test Question

In an SLA definition, which one of the following is a condition that will trigger an SLA?

- A. Begin condition, stop condition, and pause condition
- B. Start condition, stop condition, and reset condition
- C. Start condition, end condition, and pause condition
- D. Start condition, stop condition, and pause condition

(Answer: D)

Learning Domain 5: Core Application Administration**5.1 Policies and Interactions**

- 5.1.1 Create and modify UI Policies and UI Policy Actions
- 5.1.2 Create and modify UI Actions
- 5.1.3 Create a Business Rule
- 5.1.4 Create a Client Script

5.2 Application Security

- 5.2.1 Create an Access Control (ACL)
- 5.2.2 Describe elevated privileges
- 5.2.3 Provide Application and Module Access for a specified role

5.3 Events and Notifications

- 5.3.1 Follow a notification back to a Business Rule
- 5.3.2 Create a notification based upon a Business Rule
- 5.3.3 Configure and send an email notification
- 5.3.4 Create an SMS notification

Domain 5 Sample Test Question

What is an elevated privilege?

- A. Elevated privilege is used to promote extension tables
- B. Used to enable the ITIL role to have an admin type access
- C. A role that has special permissions for the duration of the session
- D. Users with the admin role

(Answer: C)

Learning Domain 6: Ongoing Maintenance**6.1 *Update Sets***

- 6.1.1 Describe the process to create, complete, retrieve, preview, and commit update sets

6.2 *Upgrades, Performance and Troubleshooting*

- 6.2.1 Describe the ServiceNow release process
- 6.2.2 Identify good practices, recommendations, and common mistakes regarding update sets

6.3 *Social IT*

- 6.3.1 Create new Live Feed posts
- 6.3.2 Reply to Live Feed posts
- 6.3.3 Configure Live Feed to Automatically Post High Priority Incidents

Domain 6 Sample Test Question

By default in ServiceNow, what customizations are added to update sets?

- A. Changes made to data
- B. Changes made to a form
- C. Changes made to a schedule
- D. Changes made to a homepage

(Answer: B)