

ServiceNow Certified Application Developer Exam Specification

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Introduction

The ServiceNow Certified Application Developer Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites 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, employees, and others interested in becoming a ServiceNow Application Developer.

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.

Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the exam.

- <https://www.servicenow.com/services/training-and-certification/system-administration.html>
- <https://www.servicenow.com/services/training-and-certification/certified-system.html>
- <https://www.servicenow.com/services/training-and-certification/scripting-in-servicenow-training.html>
- <https://www.servicenow.com/services/training-and-certification/application-creation-in-servicenow-training.html>

This exam does not have any specific prerequisites, but it is helpful to be a Certified ServiceNow System Administrator. The ServiceNow Application Development Fundamentals class materials are the basis for this exam. The majority of the Certified Application Developer Exam concepts and questions are covered in the ServiceNow Application Development Fundamentals course but successful candidates will need

ServiceNow application development experience outside of class to be successful. Successful completion of the Scripting in ServiceNow class is also recommended.

Additional Resources

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

- Go to the product area for the application.
<https://docs.servicenow.com/>
- Review the Community posts. ServiceNow users may have a different and valid viewpoint on what are the notable features of the Release.
<https://community.servicenow.com/>

Additional Knowledge & Experience

- General familiarity with general industry terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- A successful candidate can:
 - Design an application including business logic, user interface, and database logic.
 - Determine if an application is a good fit with ServiceNow's platform capability.
 - Design and implement a user interface taking into consideration usability, form design, platform (desktop, tablet, and/or smartphone), and enhancing the user experience with scripts.
 - Write, test, and debug client-side and server-side scripts.
 - Implement security for an application using both contextual security and application scope.
 - Automate an application using Workflow, Flow Designer, Document Feeds, email, Scheduled Script Executions, and Events.
 - Create and use Application Properties.
 - Integrate to external data sources.
 - Manage applications including migration, downloading and installing, and managing source code.

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	15%
2	Application User Interface	20%
3	Security and Restricting Access	20%
4	Application Automation	20%
5	Working with External Data	10%
6	Managing Applications	15%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [WebAssessor](#) website using a voucher obtained by completing the 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 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)

Learning Domain 1 – Designing and Creating an Application

- A. Determine if an application is a good fit with ServiceNow
- B. Design and implement a data model
- C. Create modules
- D. Create mobile versions of applications
- E. Use Application Scope

Sample Item

Q) Assume an application scope, `sn_my_app`, exists. Scripts from other application scopes can never delete records from tables in the `sn_my_app` scope. True or False?

- A. True
- B. False

(Answer: B)

Learning Domain 2 – Application User Interface

- A. Create, design, and customize forms
- B. Add/Remove fields from forms and tables
- C. Write, test, and debug client-side scripts for desktop and mobile
- D. Write, test, and debug server-side scripts
- E. Use a Record Producer as an application's UI

Sample Item

Q) Removing a field from a form using the Form Designer deletes the field from the database table. True or False?

- A. True
- B. False

(Answer: B)

Learning Domain 3 – Security and Restricting Access

- A. Restrict access to applications and application modules
- B. Automatically create application Access Controls
- C. Manually create, test, and debug Access Controls
- D. Use `GlideSystem` methods to script security
- E. Use Application Scope to protect application artifacts

Sample Item

Q) The Application Access settings for a table are:

- A. Global application scope
- B. All application scopes
- C. This application scope
- D. ServiceNow application scope

- A. A and B
- B. B and C
- C. C and D
- D. A and C

(Answer: B)

Learning Domain 4 – Application Automation

- A. Write, test, and debug Workflow and Flow Designer
- B. Implement and use Document Feeds
- C. Create and use Application Properties
- D. Create Events, Scheduled Script Executions (Scheduled Jobs), and Utils (application) Script Includes
- E. Send and receive email
- F. Design and create Homepages and reports

Sample Item

Q) Which of the following is not a Report Type in ServiceNow?

- A. Trend
- B. Funnel
- C. Chart
- D. Pyramid

(Answer: C)

Learning Domain 5 – Working with External Data

- A. Import data in CSV or Excel format
- B. Integrate to, including testing and debugging, an external data source using SOAP
- C. Integrate to, including testing and debugging, an external data source using REST

Sample Item

Q) 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)

Learning Domain 6 – Managing Applications

- A. Download and install applications
- B. Use Delegated Development to manage source code and code review
- C. Use the ServiceNow Git integration to manage source code

Sample Item

Q) When integrating a ServiceNow application with a Git repository, each application must have its own dedicated Git repository. True or False?

- A. True
- B. False

(Answer: A)