

ServiceNow Certification Program FAQ

Updated June 26, 2018

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Overview

The quality of our implementation teams is critical to customer success. To ensure that our certified professionals are up to date on the best that ServiceNow has to offer, we require that those experts attend training and achieve the appropriate certifications.

This document covers some frequently asked questions regarding our certification program. If you have additional questions or would like additional information, please visit the ServiceNow Training & Certification website or contact training@servicenow.com.

What are the recent changes to the certification program?

There are a few major changes occurring during the summer and fall of 2018:

- As of July 1st, 2018, all of the previous partner accreditations have expired. Only certifications (and not accreditations) will count as activity in the ServiceNow Partner Program.
- As of July 1st, 2018, certification exams cannot be purchased directly. Attending training is now required and the course preceding the exam in the learning path will provide the student with a free voucher for the exam.
- As of the London release in September, 2018, certifications will expire if participants fail to pass the lightweight delta exam for the release within 90 days.

Please see below for additional details on these changes.

What are the available certifications?

As of June, 2018, ServiceNow offers the following certifications:

- Certified System Administrator
- Certified Application Developer
- Certified Implementation Specialist - IT Service Management, [Blueprint](#)
- Certified Implementation Specialist - Service Mapping, [Blueprint](#)
- Certified Implementation Specialist - Financial Management, [Blueprint](#)
- Certified Implementation Specialist - HR, [Blueprint](#)
- Certified Implementation Specialist - Customer Service Management, [Blueprint](#)
- Certified Implementation Specialist - Security Vulnerability Response, [Blueprint](#)
- Certified Implementation Specialist - Software Assest Management (SAM) [Blueprint](#)

In July, the catalog will expand to include:

- Certified Implementation Specialist – Vendor Risk Management
- Certified Implementation Specialist – Incident Response
- Certified Implementation Specialist – Project Portfolio Management

Additional Certified Implementation Specialist certifications will be continue to be released in the coming months, including:

- Certified Implementation Specialist – Discovery
- Certified Implementation Specialist – Event Management
- Certified Application Specialist – Performance Analytics

To pass a specific certification, am I required to have knowledge across that entire learning path?

Yes. The certification exam will cover all topics and functionality instrumental to that certification. All formal certifications have an exam blueprint that describes the exam and its coverage in further detail. Candidates are highly encouraged to study these blueprints as they prepare for attempting certifications.

What happens if I do not pass my initial attempt?

Don't get discouraged! Sometimes it takes a couple of attempts. If you do not pass your first attempt, you can directly pay \$75 USD for a retake attempt through the Webassessor site for up to three more attempts. If you fail your fourth attempt, you will need to revisit the training course to help you prepare and receive another voucher. There will be a 3-day waiting period for registration after a first failure, and a 14-day waiting period after the second and third.

Registering for Certifications

Is training required in order to attempt a certification?

As of July 1st, 2018, it is no longer possible to register for a first attempt at certification without first completing the required training path. In the instances where there are multiple courses in the training path, all of the material from the path is considered to be a source for the exam. At the end of the of the path, the student will receive a voucher (at no additional cost) as part of the materials for the course immediately before the exam.

Is it possible to pay directly for an exam instead of acquiring a voucher through a training class?

No. As mentioned above, starting July 1st, 2018, training is now required as part of the certification exercise, so it is no longer possible to directly pay for an initial attempt at a certification exam. Instead, you must register on the Webassessor site using a voucher obtained from the course immediately before the exam on the learning path.

If I took a class from a third-party (and not an official ServiceNow course), will I still get a voucher?

Certification vouchers are bundled with the official ServiceNow training materials. Authorized Training Partners that use these materials will include a voucher as part of their courses.

If I took a class that later adds a certification, do I have to re-take the class?

As we continue to add new certifications to learning paths, classes that previously did not provide vouchers will start to include them. When this happens, ServiceNow will offer limited-time vouchers for students who have previously taken the course going back only as far back as makes sense for students being prepared to take the exam. These vouchers will be emailed to the email address we have on file for the student.

Exam Updates and Delta Exams

How often will ServiceNow update each certification?

Each certification exam will be updated for each product release. The new versions of the exams will be ready within 15 days of the general availability date for that release.

Do certifications expire?

Yes. Since ServiceNow is an ever-evolving cloud-based product, we want to partner with our certified individuals to make sure they stay current with the latest and greatest features in a timely manner. Starting with the London release, each certification will require a short (10 questions or less), non-proctored delta exam. The delta exams will be released no more than 15 days after the general availability date for the product release. Participants in the program will then have 90 days from the release of the delta exam to pass it in order to keep their credential current and active. If you fail to pass this delta exam in 90 days, your certification will expire.

What happens when my certification expires?

Once your certification expires, you will need to retake the course leading up to the exam in order to obtain a voucher for the main exam, and then take and pass the main exam. You will

not be able to re-acquire your certification by just taking the delta exam. Don't let your certifications expire!

Will ServiceNow remind me when my certification is about to expire?

Of course. We want you to stay certified. We will send those who are currently certified email notifications when the delta exams are released. We will also send reminders to those who have yet to pass their delta exams in intervals leading up to the 90 day deadline.

How do I take a delta exam?

If you are already certified, you will be able to register for the delta exams 15 days after the general availability date for the product release via the [ServiceNow Webassessor site](#). Since the delta exams are not proctored, you can choose to take the exam whenever and wherever is convenient for you. Once the exam starts, you will have 30 minutes to complete it. Delta exams will only be available for 90 days once they are released.

Do the delta exams have a cost?

Not per exam, but ServiceNow will be implementing an annual certification maintenance fee starting in July of 2019 with the New York release. The first year in the program is considered to be bundled with the voucher of the initial exam and will additionally cover the first two delta exams. When registering for your third delta exam for a particular certification, you will be asked to pay the \$100 annual maintenance fee when you checkout.

Testing Centers & Online Proctoring

There are no testing centers near me. What do I do?

Kryterion, our vendor for certification exam delivery, does offer online proctoring (OLP). There are separate registration listings for the OLP versions of the exams within Webassessor.

Here is a link to information on Online Proctoring: <https://www.kryteriononline.com/test-taker/online-proctoring-support>

Can I take an online-proctored exam with my internal webcam?

No. For the security of the exam, we require the proctor to see the entire testing environment. In doing so, an external webcam with additional requirements is necessary. Please use the link above for more information.

Certifications & the Partner Program

What is the timeline for releasing future certification offerings?

This is published on the Partner Portal -> [Training](#) -> [Deliver](#).

What is the status of the old technical accreditation program?

As of July 1st, 2018, all of the old technical delivery accreditations are expired and will no longer count towards the existing ServiceNow Partner Program. Anyone who missed the transition opportunities can **re-acquire their credentials** taking the current certification exams.