

ServiceNow Certified System Administrator Examination Specification

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 test information 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 knowledge domains measured by this exam and the percentage of questions represented in each domain.

Learning Domain	% of Exam
1. Describe and use system information architecture	35
2. Define Simple Security, Users, Groups, and Roles	20
3. Monitor, Track, and Report using SLAs, Notifications, Knowledge Base, and Reports	15
4. Create Service Catalog Items, Variables, and Workflows	15
5. Maintain and Configure ServiceNow with Customizations, Update Sets, and Upgrades	10
6. Import Data using Import Sets and Transform Maps	5
Total:	100

About Questions and Responses

For each question on the examination, 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 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 – Describe and use system information architecture

- A. Define and personalize a form, list, and field.
- B. Create applications, modules, and tables. Extend a table.
- C. Describe the technologies used by ServiceNow and navigate the user interface.
- D. Identify the Configuration Management Database (CMDB) and view Configuration Items.
- E. Define and refresh gauges and create homepages.

Sample Item

What application is available to all users?

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

(Answer: D)

Learning Domain 2 – Define security methodology, users, groups, and roles

- A. Define users, groups, roles, and delegates.
- B. Create an **Access Control Rule (ACL)**.
- C. Describe the **High Security** plugin.
- D. Describe the difference between simple and contextual security.

Sample Item

After the High Security plugin is activated, a security_admin privilege is created. 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 log in session
- D. Users with the Admin role

(Answer: C)

Learning Domain 3 – Monitor, track, and report using Service Level Agreements (SLAs), notifications, Knowledge Base, and reports

- A. Define metrics and create reports.
- B. Define a Service Level Agreement (SLA), make changes, and monitor actions in the SLA workflow.
- C. Follow a Notification back to the Business Rule.
- D. Define, access, search, populate, and customize the Knowledge Base.

Sample Item

In a 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 4 – Create Service Catalog items, variables, and workflows

- A. Create a Service Catalog item with record producers and variables.
- B. Order items using an Order Guide and track requests.
- C. Create, modify, monitor, and publish workflow for a Service Catalog item with approvals and tasks.

Sample Item

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

- A. Order Guides
 - B. Request Types
 - C. Variable Types
 - D. Related Lists
- (Answer: C)

Learning Domain 5 – Maintain and configure the system with customizations, update sets, and upgrades

- A. Define customization and customize screen components.
- B. Describe the process to create, complete, retrieve, preview, and commit Update Sets.
- C. Identify good practices, recommendations, and common mistakes regarding Upgrades, Update Sets, and Customizations.
- D. Describe the ServiceNow Release process to a customer.

Sample Item

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)

Learning Domain 6 – Import data using import sets and transform maps

- A. Define an Import Set.
- B. Load data and create a Transform Map.

Sample Item

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)