ServiceNow
Certified Implementation Specialist
– Discovery
Exam Specification

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Introduction

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

Exam Purpose

The ServiceNow Certified Implementation Specialist – Discovery exam certifies that a successful candidate has the skills and essential knowledge to configure, administer, implement, and maintain the Discovery application within the ServiceNow platform.

Exam Audience

The ServiceNow Certified Implementation Specialist – Discovery exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Implementer or Administrator.

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.

Recommended Certifications

- [Certified System Administrator](#)
- ITIL v3 Foundations Certified

Recommended Education and Experience

- [Discovery Fundamentals](#)
- [ServiceNow Learning Library](#) courses (i.e. CMDB Reconciliation, Event Management)
- [ServiceNow Platform Fundamentals Class](#)
- ServiceNow Product Documentation for Discovery, Service Mapping (Patterns), CMDB and MID Server
- Servicenow.com for IT Operations Management and Discovery
- Intermediate or above Windows and Unix administration skills
- Intermediate or above SNMP query knowledge
- Intermediate or above JavaScript and regular expression scripting skills
- Introductory or above network administration knowledge

Additional Experience

- Six (6) months field experience participating in implementing ServiceNow ITOM solutions, specifically Discovery
- Participation in at least two ServiceNow Discovery deployments

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	**Discovery Pattern Design**	**35%**
	Pattern Designer (i.e. Debug, Steps, Sections)	
	Operations (i.e. Match, Parse variable, Parse file, Parsing strategies) –	
	Syntax (i.e. Variables, Attributes, Regex)	
	Application Identification and Connection Sections (Patterns, Identification and Connection Sections, Troubleshooting)	
2	**Discovery Configuration**	**35%**
	Discovery Setup (i.e. Behaviors, Clusters, IP Services, Schedules)	
	Discovery Process Flow (i.e. PCIE Phases, ECC Queue, Status, Discovered Device)	
	Discovery Troubleshooting (i.e. Discovery Errors, Duplicates, Credentials)	

3	**Configuration Management Database**	15%
	CI Class Manager (i.e. CMDB Health Dashboard, CI Class Manager, CMDB Tables, Reclassification, CMDB Relationships)	
	CMDB Identification and Reconciliation (i.e. CI Identifiers, Reconciliation Definitions, Datasource Precedence, CMDB De-duplication)	
4	**Discovery Engagement Readiness**	15%
	Planning (i.e. MID Server Requirements and Specifications)	
	Operationalizing IT (i.e. MID Server and Discovery Dashboards, Benefits)	
	Discovery Solution (i.e. Business Value, Definition, Positioning)	
	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 45 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 multiple 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 Questions

Domain 1:

In Discovery, which one of the following causes a pattern to fail during discovery?

   A. No firewalls installed on the host
   B. No parse variable operation used in a step
   C. No pattern attached to a classification
   D. No CI Identifier exists

   Answer: C

Domain 2:

Which one of the following Discovery phases is the error "No credentials would authenticate, tried" found on?

A. Port Scan
B. Classification
C. Identification
D. Exploration

Answer: B

Domain 3:

How many CI Identifiers can be configured per CI Class?

A. One
B. Two
C. Five
D. Ten

Answer: A

Domain 4:

In Discovery, which one of the following should the customer always configure during implementation?

A. Change Management
B. Probes
C. Subnets
D. Credentials

Answer: D