ServiceNow
Micro-Certification – CMDB Health
Exam Specification

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Introduction

The ServiceNow CMDB Health Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become CMDB Health certified.

Exam Purpose

The CMDB Health Micro-Certification exam certifies that a successful candidate has the skills and fundamental knowledge to maintain the health of the CMDB, create complex CMDB queries, and remediate CMDB issues.

Exam Audience

CMDB Health Micro-Certification exam is available to ServiceNow customers, partners, and employees.

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.

Prerequisite ServiceNow Training Path

ServiceNow recommends completion of the following prerequisite training course(s) in preparation for the CMDB Health Micro-Certification assessment simulator. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [Configuration Management Database (CMDB) Fundamentals](#) Learning Path. Specifically, the Maintain the CMDB Health course.

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- General familiarity with industry terminology, acronyms, and initialisms
Exam Objectives
The assessment simulator allows the test taker to show their knowledge by reading a scenario, doing the work to meet a set of requirements based on the scenario, and verifying their work is done correctly.

<table>
<thead>
<tr>
<th>Learning Domain</th>
<th>% of Exam</th>
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<tbody>
<tr>
<td>1 CMDB Health Dashboard Configuration</td>
<td>15%</td>
</tr>
<tr>
<td>2 Configure Completeness Scorecard</td>
<td>10%</td>
</tr>
<tr>
<td>3 Configure Audit Scorecard</td>
<td>10%</td>
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<tr>
<td>4 Configure Correctness Scorecard</td>
<td>15%</td>
</tr>
<tr>
<td>CI Reclassification</td>
<td>10%</td>
</tr>
<tr>
<td>Query Builder</td>
<td>20%</td>
</tr>
<tr>
<td>CMDB Remediation</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
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Exam Registration
Each candidate can enroll for the Micro-Certification in the CMDB Fundamentals Learning Path. The exam is available directly through Now Learning using a simulated environment.

Exam Structure
The exam consists of twelve (13) tasks. For each task on the examination, the test taker must complete the assigned work within a task and validate.

Exam Results
Each task is graded individually and a grade of 80% is required to pass. 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
A candidate is allowed to retake an assessment simulator as many times as required to pass the Micro-Certification

Sample Task(s)
Sample Item #1:

SCENARIO:
Cloud Dimensions is driving a project to remove applications in their CMDB that do not have a relationship to a server record. The first initiative is to provide visibility around email server applications that reside in the CMDB.

REQUIREMENT:
As the Cloud Dimensions CMDB administrator, using CI Class Manager, configure an orphan rule to meet the following requirements:

From the Email Server class find email applications that do not have a Run On: Runs relationship to any server.

After the orphan rule is configured, execute the Health Dashboard Correctness Scorecard job to calculate the results and display them on the CMDB Health Dashboard for the Email Server class.

VERIFICATION:
From the CMDB Health Dashboard for the Email Server class Correctness Scorecard, verify the orphan metric displays the following calculation.

NOTE: You may need to refresh the metric to display 7 of 11 records are orphans.