

ServiceNow Micro-Certification – CSM and Service Management for Implementer Exam Specification

Introduction

The ServiceNow CSM and Service Management for Implementer Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become CSM and Service Management for Implementer certified.

Exam Purpose

The CSM and Service Management for Implementer Micro-Certification certifies that a successful candidate has the skills and essential knowledge to implement, configure, and troubleshoot, CSM integrated with Service Management.

Exam Audience

The CSM and Service Management for Implementer Micro-Certification 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 requires the completion of the following prerequisite training course(s) in preparation for the CSM and Service Management for Implementer Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow Fundamentals](#)
- [Customer Service Management Fundamentals](#)
- [Customer Service Management Implementation](#) * Upon completion the candidate will be able to register for the CSM and Service Management for Implementer Micro-Certification exam.

Recommended Knowledge & Education

ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- [Certified Implementation Specialist – Customer Service Management](#)
- [ServiceNow Implementation Methodology \(SIM\)](#)

Additional Resources

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

- [Customer Service integration with Service Management Product Documentation](#)
- [Case action status Product Documentation](#)

Additional Recommended Experience

- Familiarity with IT Service Management and ITIL
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

The following table shows the topics on the exam and their weightings.

	Learning Domain	% of Exam
1	Implementation	20%
2	Feature Capabilities	80%
	Total	100%

Exam Registration

Each candidate must register for the exam via [Now Learning](#) after successfully completing the CSM and Service Management for Implementer Micro-Certification prerequisite training path. The exam is available directly through [Now Learning](#) as a non-proctored, 60-minute exam.

Exam Structure

The exam consists of approximately (16) 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 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

A candidate is allowed up to three retakes for a Micro-Certification. Failing a Micro-Certification exam four times will require you to re-complete the required paired training content. There will be a 24-hour waiting period after each failed attempt to ensure you have the proper time to prepare.

Sample Question(s)

Sample Item #1:

Customer Service Management customers have which of the following additional licensed applications available for their use?

- A. Community and Field Service
- B. Mobile and Service Management
- C. CRM and Service Management
- D. Community and Customer Service Portal

Answer: A