ServiceNow Certification Program FAQ

Updated March 11, 2020
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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 ServiceNow Training & Certification

What are the major changes to the certification program in the past two years?

- 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 September 5th, 2018, certifications will expire if participants fail to pass the lightweight Delta exam for each semi-annual release within 90 days.
- The London release in September also added Micro Certifications and Suite Certifications
- With NY release on September 4th, we are excited to launch two new integrated experiences to give users a way to build and show their ServiceNow expertise.
  1. First, Now Learning is ServiceNow’s new learning and recognition portal that will give participants access to the full range of training content, certification and badges, and hands-on practice we offer.
  2. Second, Now Creators provides guidance on what a person should do to continuously upgrade their knowledge and skills, bringing together the types of engagement you see on Now Community, Now Learning, and the Customer Success Center. Now Creators enables a ServiceNow Profile that lets a person share their unique skill set and ServiceNow Journey with others.
- As of January 28, 2020, Mainline exam fees are $300. Attending training is required in order to be eligible for an exam. Voucher codes issued upon the completion of training will waive the exam fee for the first attempt.

What is Now Learning:

Now Learning is our new learning and recognition portal. Participants can access, track, and be recognized for completion of self-paced and in-person ServiceNow training, earn certifications and badges, and use our award-winning Simulators to get some hands-on practice with ServiceNow. Training courses are role based and presented in a specific sequence, so participants have a predefined path and guided experience to deepen their expertise. You can access Now Learning here: http://nowlearning.servicenow.com/

Now Learning allows participants to:

- Gain Skills through online training courses, live and virtual led courses, and hands-on labs.
- Get Certified through role-based, predetermines training paths tailored for beginners to masters of the platform.
- Be Recognized by earning training badges and developing a Now Creators profile.

Where do I find more information on Now Learning?

Click on the link to access the Now Learning User Guide. The guide will help you get started on your Now Learning journey and guide your through basic navigation. You can also review the Now Learning FAQ.
How do I register my Webassessor email in Now Learning and enable my certifications to appear?

1. Log in to our newly launched Now Learning training platform
2. Click the circle in the upper-right with your initials (or photo) next to the bell icon. From there, you can update/view/link your Webassessor email address. Please remember to check your email to verify once you have entered it. It can take up to 24 hours for you to see your certifications in Now Learning.

Note: If you need to change or merge your Webassessor emails, please do this first by emailing certification@servicenow.com

Registering for Certifications

Where do I register for a Mainline exam?

In order to register for a Mainline exam, you will need to create a profile on the ServiceNow Webassessor site, located here: https://www.webassessor.com/wa.do?page=publicHome&branding=SERVICE_NOW. Webassessor is our certification management tool that will help you register for exam, track certification statuses, and take proctored exams online. We recommend creating a profile based on a personal email address that will not change as you continue through your career.

Where do I register for a Micro exam?

In order to register for a Micro exam, you will need to create a profile on the ServiceNow Now Learning site, located here: https://nowlearning.service-now.com. See above for additional information on Now Learning.

How do I register for a specific Mainline exam?

Follow the below steps to register for a Mainline Exam in Webassessor

1. Once you log into Webassessor, navigate to the REGISTER FOR AN EXAM tab.
2. Select Mainline Exams Including Retakes
3. Click the + next to the exam you wish to complete.
4. Click Buy Now next to Onsite Proctored or Online proctored (depending on the delivery you wish you to complete)
   - Onsite Proctored exam: completed at a Testing Center part of the Kryterion Testing Network
   - Choose an available testing center (filter based on your location)
   - Select date and start time
   - If this is your first attempt for the exam, apply the voucher code you would have received from completing training to waive the exam fee upon checkout
   - Online Proctored exam: exam completed online. Be sure you meet Kryterion’s online proctoring requirements should you choose this option: https://kryterion.force.com/support/s/topic/0TO1W000000I5h3WAC/online-proctoring?language=en_US
     - Select time zone, date, and start time
     - If this is your first attempt for the exam, apply the voucher code you would have received from completing training to waive the exam fee upon checkout

Note: Exam start time will be stated in the 24-hour clock form on all confirmation and reminder communication

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 a 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 a Mainline path, the student will receive a voucher (at no additional cost) as part of the materials for the course.

- ServiceNow Fundamentals on demand – limited time free voucher for non-partners
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.

What is the voucher process and when are Mainline Certification vouchers distributed?

Voucher codes for Mainline Certifications are distributed at the end of a specific training path and are nontransferable. To see which training course provides a voucher, please refer to page 9 below. Vouchers are only good for the first registration of the ServiceNow Mainline certification exam associated to this training course. Voucher codes cannot be used for any additional attempts. Voucher codes are not distributed for Micro exams.

Test takers who complete a voucher issuing training course within Now Learning will be issued a nontransferable voucher code. These vouchers will populate in the ‘My Vouchers’ tab in the testers Now Learning dashboard. In addition, an email will be sent to the testers Now Learning email address.

Beginning January 28, 2020, the following on demand course is being offered as a FREE option for customers. And for a limited time, ALL partners and non-partners will also receive a voucher for the Certified System Administrator exam upon completion of the on-demand course. This will be changing for non-partners at the end of Q1.

- ServiceNow Fundamentals on demand – limited time free voucher for non-partners

For Virtual and Instructor Led courses, vouchers are distributed by Gilmore via email. Please be sure to check your inbox and junk/spam folder so you don’t lose your voucher code.

The following paid training courses issue vouchers within Now Learning. Testers will be issued a voucher code in their My Vouchers tab in Now Learning once training has been completed.

- Self-Paced: Event Management Fundamentals
- Self-Paced: Discovery Fundamentals
- Project Portfolio Management Implementation
- Application Portfolio Management Implementation
- ServiceNow Fundamentals on demand

When does a voucher obtained from training expire?

Vouchers for Mainline exams are good for approximately one year, although we very much recommend that you attempt the certification exam sooner, while the material is fresh in your memory.

What if I need to reschedule my Mainline exam?

It is the candidates responsibility to reschedule a certification if deemed necessary through the My Assessments tab in Webassessor. The situations below state our policy for rescheduling an exam.

- **No Shows and Cancellations:** A candidate may reschedule their exam if it is more than 72 hours in advance. If it is less than 72 hours prior to the scheduled start time, the candidate must either take the exam, or forfeit their registration fee. A seating fee and a client fee (if applicable) will be assessed as per contractual agreement.

- **Rescheduling Options for Exams:** Because exams are administered over several days, candidates will continue to have the option to reschedule their test appointment without penalty within the same testing window provided the request is made 72 hours prior to their scheduled appointment, and there is a seat available in which to take the exam. Candidates can reschedule an exam through Webassessor by selecting the ‘details’ of an upcoming exam and then selecting the ‘reschedule’ option.
**Emergency Situations.** Unforeseen emergencies (death in the family, family or health emergency) may occur that directly influence a candidate's ability to take an exam on the appointment day. We will consider these situations on a case-by-case basis. Please contact certification@servicenow.com and provide complete information about the emergency, appropriate documentation, contact information, which exam was scheduled and the appointment time, and when you can reschedule.

**What happens if I miss my first attempt at an exam completely? How can I obtain a new voucher code?**

Please contact certification@servicenow.com stating that you have missed your exam and are in need of a new voucher code. To ensure that your request is processed as quickly as possible, please write in the subject line “Missed Exam – Need a New Voucher”. You will be sent instructions on how you can purchase a replacement voucher code for your first attempt at an exam. Note: if you miss your second, third or fourth attempt, you will simply pay the exam fee to reschedule your exam.

**What happens if I accidentally sign up for an online proctored Mainline exam instead of an onsite proctored Mainline exam? Can I cancel my exam and use my voucher code again?**

To change the delivery mode of a scheduled exam, the candidate needs to cancel the scheduled online (or onsite) proctored exam and use the original issued voucher code to register for the same exam delivered as onsite (or online) proctored. Depending on when you scheduled your exam, there could be a Transaction Fee as agreed by contract as stated above.

**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 certifications are available and which class provides the voucher for a given certification?**

Please see the accompanying diagrams on page 6 and page 7 to learn which training classes provide vouchers for Mainline and Micro Certifications. Remember, the full learning path is a requirement and once the student completes the full learning path, they will be eligible for the associated Certification.
## Mainline Certification Learning Path

**as of 3/11/20 – subject to change**

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Certification voucher included  Self-paced or on demand training available

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## Micro Certification Learning Path

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Self-paced or on demand training available
Assessment Simulator Micro Certification Learning Path
as of 3/11/20 – subject to change

If I took a class that later adds a certification, do I have to re-take the class?
As new certifications are added 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 (usually about one year). These vouchers will be emailed to the email address on file for the student.

If I took a class from a third-party (and not an official ServiceNow course) or through a ServiceNow self-paced eLearning offering, will I still get a voucher?
Certificate 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. Where ServiceNow offers an equivalent eLearning offering, a voucher will be issued to the student.

How do I know which release my exam will be based on?
The version of the exam offered will always match the current product release. Note that if you take a course on one release but wait to take the exam on the next release, you will need to review the product release notes to make sure you are prepared for any new content that might be on the exam. ServiceNow only provides you with your purchased course materials and does not provide new release course materials.

Mainline Exams and Delta Exams
Do certifications expire? What are Delta exams?
Yes. Since ServiceNow is an ever-evolving cloud-based product, certified individuals will be required to make sure they stay current with the latest and greatest features and functionality 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 successfully 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. Delta exams can be taken in the Now Learning portal here: http://nowlearning.servicenow.com/

How often will ServiceNow update each certification?
Each certification exam will be updated for each product release. Those who were already certified will only need to take the Delta exam to maintain their certification.

When are the new Mainline versions and Delta exams released? What is the exam blackout period?
The new versions of the exams as well as the Delta exams will be ready after 15 days of the general availability date for the product release. The exam blackout period is from the launch date of the product
release to 15 days after the product release. During this time, our team is hard at work making the transition from the old versions of the exams to the updated versions and new Delta exams. It is not possible to register for a Mainline exam during the blackout period. See the diagram below for details.

**How do I know if I need to take a Delta exam?**

The easiest way to check is to look at your profile on the ServiceNow Webassessor site under the My Certifications tab. There are status fields there for each of the certification exams with one of the following values:

- **Current:** Your certification status is up-to-date with the current release.
- **At Risk:** You are currently certified, but still need to pass the Delta exam for this release or your certification will expire.
- **Expired:** Your certification is no longer valid. You must re-take the full exam to regain your certification. You are not eligible to take the Delta exam.
- **Never Attained:** You have never passed the Delta exam for this certification.
- **Note:** You do not need to take the Delta exam for the same release during which you passed your main exam.
  - Example A: if you passed your Mainline exam after the New York release (September 19, 2020), you do not need to take the New York Delta exam as you are already current.
  - Example B: If you passed your Mainline exam after the New York release (September 19, 2020), you are required to complete the Orlando Delta exam(s) beginning March 26, 2020.

**How do I take a Delta exam?**

If you are already certified, you will be able register for the Delta exams 15 days after the general availability date for the product release via Now Learning. Since the Delta exams are not proctored, you can choose to take the exam whenever and wherever is convenient for you. All of the questions are sourced from the release notes. 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. If not passed in that timeframe then the certification will expire.

**What if I fail my initial attempt at a Mainline exam?**

Don’t get discouraged! Sometimes it takes a couple of attempts. If you do not pass your first attempt, you can directly pay $150 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 after the first attempt and a 14-day waiting period after the second and third attempts to ensure you have the proper time to prepare.

**What if I fail and need to retake a Delta exam?**

You are allowed up to three retakes for a Delta exam. Failing a Delta 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.

**I have failed an exam. Can I get more detail about what I missed?**

No. The only feedback that ServiceNow provides on our certification exams is either pass or fail status. ServiceNow does not supply specific feedback based on individual questions or topic areas.

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

Of course. ServiceNow wants you to remain certified. Notifications will be sent to those currently certified when the Delta exams are released. Reminders will be sent to those who have yet to pass their Delta exams in intervals leading up to the 90-day deadline. All of these notifications will be sent using the email
addresses currently on file via Webassessor, so please make sure you update your test taker profile if your email has changed.

**What happens when my certification expires?**

Once your certification expires, you will need to re-take the full, proctored exam for the certification. You can register for the exam for a $300 fee via the Webassessor site. You will not be able to re-acquire your certification by just taking the Delta exam. Don’t let your certifications expire!

**Micro Certifications**

**What are Micro Certifications and how can I register for them?**

These are smaller certifications than Mainline Certifications that are targeted for specialty products or topics. Micro Certifications are targeted at specialty products or topics within ServiceNow and do not cover a subject area as broad as Mainline Certifications. Unlike Mainline Certification exams, these are non-proctored exams that do not require visiting a testing center.

Like the Mainline Certifications, there is always paired training content that must be completed before attempting a Micro Certification exam. Often, but not always, these are available as shorter, eLearning modules. There are some Micro Certifications that are paired with only instructor-led content. Be sure to consult the diagram found earlier in this document to find out which training courses are paired with which Micro Certifications.

Register and complete Micro Certifications in Now Learning here: [https://nowlearning.service-now.com](https://nowlearning.service-now.com).

**What if I fail and need to re-take a Micro Certification exam?**

You are 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.

**Suite Certifications (for Professional/Enterprise Product Bundles)**

**What are Suite Certifications and how can I register for them?**

These are aggregated certifications that align to product packages and are automatically granted when the required certification set is completed. For example, the ITSM Professional Certification has four requirements:

- CIS ITSM Mainline Certification
- Predictive Intelligence Micro Certification
- Virtual Agent Micro Certification
- Performance Analytics Micro Certification

![Suite Certification Diagram](image-url)
Once you have passed all of the required exams, you will automatically have attained the ITSM Professional Certification and should receive a certificate within 24 hours. Make sure that you keep current with any Delta exams required for Mainline Certifications in order to keep your suite certification. Micro Certifications do not expire.

**What suite certifications are available and what are their requirements?**

The following suite certifications are available.

- **ITSM Professional Suite Certification requires:**
  - CIS ITSM Mainline Certification
  - Predictive Intelligence Micro Certification
  - Virtual Agent Micro Certification
  - Performance Analytics Micro Certification
- **CSM Professional Suite Certification requires:**
  - CIS CSM Mainline Certification
  - Predictive Intelligence Micro Certification
  - Virtual Agent Micro Certification
  - Performance Analytics Micro Certification
- **HR Professional Suite Certification requires:**
  - CIS HR Mainline Certification
  - Predictive Intelligence Micro Certification
  - Virtual Agent Micro Certification
- **HR Enterprise Suite Certification requires:**
  - CIS HR Mainline Certification
  - Predictive Intelligence Micro Certification
  - Virtual Agent Micro Certification
  - Lifecycle Events Micro Certification

**What if new requirements are added to the suite certification?**

If, during a future release, we add requirements to a suite certification, we will allow a grace period of 90 days in order for you to meet these requirements. If you have not met the requirements at that time, your suite certification will expire. You can regain your suite certification by meeting all of the new requirements.

**Webassessor Account Management and Navigation**

Webassessor (by Kryterion) is a secure, online testing tool used by ServiceNow to administer Mainline certifications. Webassessor can be accessed here: [https://www.webassessor.com/wa.do?page=login&branding=SERVICE_NOW](https://www.webassessor.com/wa.do?page=login&branding=SERVICE_NOW). It is vital you maintain one Webassessor account as you continue through your career.

**Webassessor Home Page**

Once logged into Webassessor, Participants can view relevant and important ServiceNow announcements on the home page. See image and table below:

- **My Certifications:** View the status of your Mainline ServiceNow certifications
- **Receipts:** Issue a receipt to your primary Webassessor email for a scheduled or completed exam
- **Register for an Exam:** Register for a ServiceNow Mainline exam
- **My Assessments:** View scheduled, in-progress and completed exams
- **Home:** Return to the main ServiceNow announcements homepage
- **Edit Profile:** Edit your primary email address and additional personal information
Are my login and my email address the same thing? How can I change them?

Although often set to the same values, there are separate fields for your Login ID and your Email Address in Webassessor. When we need to contact you, we’ll be sending important information to the email listed in your email address field, so do your best to keep it up to date. We recommend that you associate these fields with personal email accounts rather than your work email accounts so that you can continue to access Webassessor after you change jobs.

You may update your email address at any time via your Webassessor profile, but you can only change your Login ID, First Name, or Last Name by contacting us at certification@servicenow.com. Please do not create a new account.

How can I get a copy of a receipt for my expenses?

After you log in to Webassessor, you will find a Receipts button just above and to the right of the area that shows your scheduled exams. This is below all of the important notices listed at the top.
I forgot my Webassessor password and tried to reset it, but I never received the password reset email. What should I do?

The first thing to check is to see if it ended up in your junk or spam folder by accident. Make sure that you haven’t accidently blocked emails from Kryterion. If you are using a corporate email account, you may want to make sure that your email administrator adds certification@servicenow.com to their whitelisted email addresses.

If you are still having troubles, contact us at certification@servicenow.com and we can reset it for you as well.

I need a copy of my certificate for a particular certification. How can I get one?

All ServiceNow certification certificates are located in Now Learning, our brand-new training platform for all things ServiceNow here: https://nowlearning.service-now.com/lxp. View your certificates by following the below steps:

1. Log in to our newly launched Now Learning training platform here: https://nowlearning.service-now.com/lxp
2. If you haven’t associated your Webassessor Email Address in Now Learning, click the circle in the upper-right with your initials (or photo) next to the bell icon. From there, you can edit your Webassessor Email Address. Note that you will need to verify that email address, so look for an email from Now Learning where you can click the Verify button.
3. Under the My Certifications tab, view you the status of your certifications and download any certification certificates.

My account is locked after I attempted too many incorrect passwords. How can I get it unlocked?

If Kryterion locks your account, it will automatically remain locked for 30 minutes. We are unable to override this time limit. In the meantime, reset your password.

I am not seeing the certification statuses or transcripts that I expected. What should I do?

The most common reason for this is that you have created multiple Webassessor accounts with different Login IDs and Email Addresses and have taken different exams with each account. The fastest way to get this resolved is to email us at certification@servicenow.com and let us know which accounts you have and which one you’d like to keep moving forward. From there we can merge the accounts together for you.
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, the proctor is required 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.

I had a problem during an online-proctored exam. Who do I contact?

Technical issues with online proctoring need to be directed to Kryterion's Online Proctor Support team directly [see link above], as we are not able to assist you with this issue. Kryterion support can help you in real time through the below channels.

- Live Chat: https://www.kryteriononline.com/test-taker/online-proctoring-support
- Phone: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)
- Email: support@kryteriononline.com

How do I ensure for any special accommodations when taking an exam?

Special accommodation requests will need to be approved by the ServiceNow Certification Team and provided by the Kryterion Testing Network. Please allow up to 30 days for these requests. Send an email to certification@servicenow.com and include:

- Your full name
- Your phone number
- The name of the exam you wish to take
- (3) preferred day’s and times you would wish to take the exam (at least 30 days in the future)
- The name of the Kryterion Testing Center where you would prefer to take the exam
- The types of accommodations you require as well as any supporting documentation

Certification Verification Portal

What is the Certification Verification Portal?

The Certification Verification Portal is a public page that allows anyone to type in the full name or email address of a certified individual and view their current certifications. It is located here: https://partnerportal.servicenow.com/SearchCertificate.do

What information is shared via the Certification Verification Portal?

As a certified individual, if you opt in to the program then when someone searches for you via your full name or email address, they will be returned your city, state/province, and country in order to verify your identity and then presented with your current certifications. No other data is available.
How do I opt in or opt out of the Certification Verification Portal?

ServiceNow Training & Certification will occasionally send emails asking those who have not opted in or out to provide a response by clicking a button in the email. Participants can update their response at any time by logging into the ServiceNow Webassessor site and editing their user profile there, as seen in the diagram.

If a partner, this can also be done via the Partner Portal profile page.

Partner Certifications & the Partner Program

I have a question about Mapping Certifications in the Partner Portal:

Any issues related to the Partner Portal, Partner Points, or Partner Portal mapping need to be submitted to the Partner Portal team: https://partnerportal.servicenow.com/portalapp/newIncident.do or email: partnerprograms@servicenow.com

Where can I find more information about the way points are allocated based on certifications?

This information is maintained by the Alliances & Channels team and available here: https://partnerportal.servicenow.com/sys_attachment.do?sys_id=a6ddd42dd2945f04c4279b55ca9619c5

What is the timeline for releasing future certification offerings?

This is published on the Partner Portal Deliver Learning Path page as part of the Program link under Certifications.

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.

What is the status of older certifications?

In preparing to transition to our product-specific CIS exams as well as our Delta Program, ServiceNow expired some of our older certifications in an effort to move our participants to more specific certifications and current releases. The following certifications have been expired:

- All certifications with exam dates prior to 2017.
- All of the previous general (not product-specific) “Certified Implementation Specialist” certifications that may have been completed up until September 2017.
- Note that those with this CIS certification were granted a temporary status of the CIS-ITSM certification to provide a transitional time until this population could take the newly created CIS-ITSM until January 1st, 2018. This offer is no longer valid.