ServiceNow
Micro-Certification – Predictive Intelligence
Exam Specification

Paris Release – Updated October 1, 2020
Introduction
The ServiceNow Predictive Intelligence Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become ServiceNow Predictive Intelligence certified.

Exam Purpose
The Predictive Intelligence Micro-Certification certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and administration of the Predictive Intelligence application.

Exam Audience
The ServiceNow Predictive Intelligence 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 requires the completion of the following prerequisite training course(s) in preparation for the Service Portal Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Predictive Intelligence Fundamentals and Implementation - * Upon completion the candidate will be able to register for the Predictive Intelligence Micro-Certification exam.

Additional Resources
In addition to the above, the candidate may find these additional resources valuable in preparing for the exam.

- Product Documentation - Predictive Intelligence
- K18 Lab - Finding Quick, Measurable Wins with Machine Learning
- Community - Getting Started with Predictive Intelligence

Additional Knowledge & Experience
- General familiarity with general industry terminology, acronyms, and initialisms
• Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances

Exam Scope

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

<table>
<thead>
<tr>
<th>Learning Domain</th>
<th>% of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Predictive Intelligence architecture</td>
<td>10%</td>
</tr>
<tr>
<td>2 Predictive Intelligence Frameworks</td>
<td>50%</td>
</tr>
<tr>
<td>3 The Predictive Intelligence implementation process</td>
<td>30%</td>
</tr>
<tr>
<td>4 Training the ServiceNow instance</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Exam Registration

Each candidate must register for the exam via the ServiceNow Now Learning website. Candidates must complete all training prerequisites. The exam is available directly through the Now Learning site as a non-proctored exam.

Exam Structure

The exam consists of (15) 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:
What product lines are using Predictive Intelligence? Select three correct answers.

A. ITSM
B. HR
C. ITAM
D. CSM
E. Sec Ops

Answers: A,B,D