ServiceNow
Micro Certification – Enterprise
Onboarding and Transitions
Exam Specification

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Introduction

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

Exam Purpose

The Enterprise Onboarding and Transitions Micro Certification exam certifies that a successful candidate has the skills and essential knowledge to:

• Define a Lifecycle Event within the ServiceNow platform
• Identify the features and benefits of Enterprise Onboarding and Transitions
• Configure a Lifecycle Event within the ServiceNow instance

Exam Audience

The Enterprise Onboarding and Transitions 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 Enterprise Onboarding and Transitions Micro Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

• Lifecycle Events * Upon completion the candidate will be able to register for the Enterprise Onboarding and Transitions Micro Certification exam

Additional Resources

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

• Release Notes - HR Service Delivery
Additional Recommended Experience

- General familiarity with general HR 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 Lifecycle Events Configuration</td>
<td>50%</td>
</tr>
<tr>
<td>2 Lifecycle General Knowledge</td>
<td>30%</td>
</tr>
<tr>
<td>3 Lifecycle Events Roles</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Exam Registration

Each candidate must register for the exam via Now Learning after successfully completing the Enterprise Onboarding and Transitions 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 (10) 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:
How can HR Tasks be marked as optional?

A. Set Optional to True on the HR Task Template
B. Set Optional to True on the Activity Set
C. Set Optional to True on the HR Case Form
D. Tasks cannot be optional

Answer: A