

ServiceNow CIS – Service Provider Exam Specification

Rome Release – Updated September 13, 2021

Introduction

The Service Provider Certified Implementation Specialist Exam defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Service Provider certified.

Exam Purpose

The Service Provider Certified Implementation Specialist exam certifies that a successful candidate has the skills and essential knowledge to administer a Domain Separated instance of Service Now.

Exam Audience

The Service Provider Certified Implementation Specialist exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow administrator in a Domain Separated instance. This largely pertains to a technical audience working for Service Providers that leverage multi-tenancy to provide managed service offerings to multiple customers on a single instance of Service Now. That includes administrators, technical consultants, and architects who build configuration on an instance.

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 Provider Certified Implementation Specialist exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow Fundamentals](#)
- [Get Started with Now Create](#)
- [ServiceNow Platform Implementation](#)
- [Scripting in ServiceNow Fundamentals](#)
- [Domain Separation Basics](#)
- [Domain Separation Implementation](#)
- [Service Provider Architecture](#) * Upon completion, the candidate will be eligible to collect a voucher for the Certified Implementation Specialist – Service Provider exam

Recommended Knowledge & Education

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

- [Certified System Administrator](#)
- Certified Implementation Specialist (CIS) level certification in ITSM or some pertinent product line is strongly recommended.

Additional Resources

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

- [Domain Separation Product Documentation](#)
- [Domain separation recommended practices for service providers](#)

Additional Recommended Experience

- General familiarity with industry terminology, acronyms, and initialisms
- Familiarity and experience with Service Provider business model – providing IT and other business services to external customers, facilitated by Service Now.
- Six months of hands-on implementation experience with a complex enterprise ServiceNow implementation.

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Topic	% of Exam
1	Initial Domain Setup and Service Provider Architecture <ul style="list-style-type: none"> • System Properties • Domain Map / Company relationships • Architecture and non-domain scenarios – multi-instance • Integrations 	11%
2	Data Separation/Visibility <ul style="list-style-type: none"> • sys_domain field • Data flow/ direction • Contains relationship • Visibility groups • Special Considerations 	20%
3	Process Separation <ul style="list-style-type: none"> • sys_overrides field • Process/Automation 	36%

	<ul style="list-style-type: none"> • UI Configuration • Choice Lists • Data-Driven Process 	
4	Foundational Data Management <ul style="list-style-type: none"> • Imports & Transforms 	11%
5	Domain Support in Applications <ul style="list-style-type: none"> • Domain Support Levels • Service Catalog • Knowledge Management • Mobile • Service Portal • Emerging applications/Other (CSM, ITOM) 	16%
6	Platform Governance and Reporting <ul style="list-style-type: none"> • Update Sets • Scoped Apps • Reporting • Domain Separation Center 	4%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Domain Separation Implementation training prerequisite. The voucher code obtained from the prerequisite training path is nontransferable and provides the candidate eligibility to sit for the CIS-Service Provider exam only.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the Certified Implementation Specialist exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of approximately 45 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 at least 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

If a candidate fails to pass an exam, they may register to take the exam again up to three more times at a cost.

Sample Question(s)

Which of the following are true of a domain record marked as Primary?

- A. It must be linked to the Service Provider company.
- B. There can only be one.
- C. It should have no parent reference set.
- D. It will be displayed at the top of the domain map.

Answers: B, C, D

Sample Item #2:

In which domains can a user see an assignment group?

- A. In their domain's parent domain.

- B. In their domain's child domains.
- C. In domains listed as visible, as defined by the user's group membership.
- D. In domains contained within their domain.

Answers: B, C, D

Sample Item #3:

What role is required to use the expand domain scope feature?

- A. domain_admin
- B. domain_expand_scope
- C. user_admin
- D. itil

Answer: B

Sample Item #4:

Which of the following is a process-separated entity?

- A. Tasks
- B. Script Includes
- C. System Properties
- D. Email Notifications

Answer: D

Sample Item #5:

What mechanism assigns records to the default domain?

- A. Workflow
- B. Transform Maps
- C. Business Rules
- D. System Properties

Answer: C

Sample Item #6:

What domain will a record be written to when applying an update set?

- A. The user's domain
- B. The record's domain from the source instance.
- C. The domain selected in the domain picker.
- D. Global

Answer: B