

ServiceNow Certified System Administrator Exam Specification

Introduction

This ServiceNow Certified System Administrator Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow Certified System Administrator.

Exam Purpose

The ServiceNow System Administrator Certification demonstrates that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system.

Successfully passing this Certification exam also establishes a set of skills necessary to continue in the ServiceNow Certification paths. It is a prerequisite for advanced courses.

Audience

The ServiceNow System Administrator Certification exam is available to ServiceNow customers, partners, sales engineers, and others interested in becoming a ServiceNow Certified System Administrator.

Experience

Successful candidates for this certification should have industry experience with database concepts and system management. Some knowledge of IT Help Desk processes and the incident, problem, and change workflows is also helpful. Ideally, approximately three to six months of experience using and maintaining an instance in ServiceNow is recommended.

Prerequisites

This exam does not have any specific requirements such as familiarity with programming languages such as JavaScript or C++. The ServiceNow System Administration class materials are the basis for this exam. Questions test information presented in the class slides and notes, activities, labs, and exercises.

Successful candidates have system administration roles and belong to groups that allow administrative access to ServiceNow administrative applications and modules.

General Prerequisites Skills for Certification

A successful candidate can:

- Create new applications and new modules to establish an information hierarchy.
- Manage users, groups, and roles.
- Personalize and create forms and fields for the various roles and groups to target company requirements.
- Define Service Level Agreements (SLAs), notifications, and reports.
- Interact with the ServiceNow Knowledge Base for company use.
- Implement Application Security by using high security settings and access controls.
- Populate the Configuration Management Database (CMDB) by defining Configuration Items (CIs) for company use.
- Move data in and out of an instance using update sets, import sets, and transform maps.
- Build Service Catalog items and variables, and apply workflows.

Exam Structure

The exam consists of 60 questions delivered in a 90-minute period. The following table shows the knowledge domains measured by this exam and the percentage of questions represented in each domain.

Learning Domain		Percent of Exam
1	Describe and Use the System Information Architecture	25%
2	Administer Users and Define Application Security	15%
3	Monitor, Communicate, and Report on Activity	15%
4	Implement Self-Service and Automation	30%
5	Configure and Maintain ServiceNow through Update Sets and Upgrades	15%
Total		100%

Question Formats and Responses

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. A wrong answer, called a *distractor*, is an incorrect answer a candidate with incomplete skill or knowledge may choose. A distractor is a plausible option that fits into the topic area defined by a test objective, but is not the correct response.

Multiple question formats may be presented during the exam. Examples include:

Multiple Choice (single answer)

For each Multiple Choice question on the exam, there are four (4) possible responses.

An examinee reviews the response options and selects ONE (1) response most accurately answers the question.

Wrong answers, called distractors, represent incorrect or incomplete answers a candidate with incomplete skill or knowledge may choose. Distractors are plausible options that fits into the topic area defined by a test objective, but do not represent the correct response.

Multiple Select (select all that apply)

For each Multiple Select question on the exam, there are four (4) possible responses. An examinee reviews the response options and selects ALL responses that accurately answer the question.

Multiple Select questions may have one (1), two (2), three (3), or four (4) correct responses. Partial credit is awarded for each correct response.

True or False

An examinee is presented with a statement and is asked to select the correct answer from the two options; the statement is either true or false.

Matching

An examinee is presented a list of items and is asked to match each item it to its correlating item displayed in a separate list.

Testing Process

Each candidate must register for the exam. 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 System Administrator 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 an exact 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. Access to a web browser, a webcam, and broadband access to the Internet is required.

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

Exam Results

After completing and submitting the exam, results are immediately calculated and displayed to the candidate. A Pass or Fail message is displayed, giving the candidate immediate feedback.

NOTE: Actual scoring information is not provided to protect the integrity of the exam.

Exam Content Description

Exam content is divided into Learning Domains that correspond to the System Administration course content. In each Learning Domain, specific learning objectives have been identified and are tested in the exam. Below is a list of each Learning Domain and its learning objectives. A sample question for each domain is also provided.

NOTE: This ServiceNow System Administrator Certification Exam Blueprint includes test objectives, weighting, and sample questions. The sub-skills listed to clarify the test objectives include a few examples, but should not be considered an all-inclusive listing of the examination content. The Sample Items listed as examples represent a “medium” level of difficulty.

Learning Domain 1 – Describe and Use the System Information Architecture

- A. Effectively navigate the user interface
- B. Customize, brand, and personalize an instance
- C. Define and personalize a List, Form, and Field
- D. Create Applications, Modules, and Tables. Extend a Table
- E. Identify the Configuration Management Database (CMDB) and create, modify, and view Configuration Items (CIs)
- F. Work with Connect to recognize Presence while navigating ServiceNow and working with Lists and Forms

Sample Item

What application is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

Learning Domain 2 – Administer Users and Define Application Security

- A. Define Users, Groups, and Roles
- B. Describe the Application Security methodology and other security settings
- C. Create an Access Control

Sample Item

What is the purpose of the security_admin role?

- A. Elevate privilege is used to promote extension tables
- B. Used to enable the ITIL role to have an Admin type access
- C. It is a role that has special permissions for the duration of the log-in session
- D. Users with the Admin role

Learning Domain 3 – Monitor, Communicate, and Report on Activity

- A. Create and modify Reports
- B. Access, search, and populate the Knowledge Base
- C. Define a Service Level Agreement (SLA)
- D. Develop and test a Notification sent via email

Sample Item

In a SLA definition, which one of the following conditions will instantiate an SLA?

- A. Begin Condition
- B. Start Condition
- C. Trigger Condition
- D. Stop Condition

Learning Domain 4 – Implement Self-Service and Automation

- A. Create a Service Catalog Item with Variables
- B. Order items and track requests
- C. Understand Record Producers and Order Guides
- D. Modify, publish and monitor a Workflow with approvals and tasks
- E. Create and modify UI Policies, UI Policy Actions and UI Actions
- F. Develop, apply, and deactivate Client Scripts and Business Rules

Sample Item

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

- A. Order Guides
- B. Request Types
- C. Variable Types
- D. Related Lists

Learning Domain 5 – Configure and Maintain ServiceNow through Update Sets and Upgrades

- A. Define an Import Set
- B. Load data and create a Transform Map
- C. Describe the process to create, complete, retrieve, preview, and commit Update Sets
- D. Describe the ServiceNow Upgrade and Release processes to a customer
- E. Identify good practices, recommendations, and common mistakes regarding Update Sets, Upgrades, and Performance Troubleshooting

Sample Item

What is a Transform Map in ServiceNow?

- A. A map that is used to store the history of the incident records
- B. A map used to add data to encrypted fields
- C. A map used to trigger Business Rules before the data is queued in the outbound Web Service
- D. A map to determine relationships between fields displaying in an Import Set to fields in an existing table