

ServiceNow  
Certified Implementation Specialist  
– Cloud Provisioning and  
Governance  
Exam Specification

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## Introduction

The ServiceNow Certified Implementation Specialist – Cloud Provisioning and Governance Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Certified Implementation Specialist – Cloud Provisioning and Governance certified.

## Exam Purpose

The Certified Implementation Specialist – Cloud Provisioning and Governance exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, administration, implementation, and maintenance specific to the Cloud Provisioning and Governance applications within the ServiceNow platform.

## Exam Audience

The Certified Implementation Specialist – Cloud Provisioning and Governance exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Certified Cloud Provisioning and Governance Implementer.

## 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 Cloud Provisioning and Governance exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- ServiceNow Fundamentals
- ServiceNow Platform Implementation
- Get Started with Now Create
- Configuration\_Management Database (CMDB) Fundamentals
- Cloud Provisioning and Governance Fundamentals
- Cloud Provisioning and Governance Advanced
- Intermediate or above cloud administration knowledge with AWS and/or Azure clouds

Visit the certification path for CPG in [Now Learning](#).

Upon completion of the Cloud Provisioning and Governance Advanced course, the candidate will be eligible to [obtain or purchase](#) a nontransferable voucher code to register for the Cloud Provisioning and Governance exam.

### Additional Resources

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

- [Candidate Journey Guide – a resource to guide you through the entire certification process](#)
- Configuring Cloud Provisioning and Governance for IP Address Management
- Cloud Alerts for Amazon Web Services
- Certified System Administrator Learning Path

### Additional Recommended Experience

- General familiarity with industry terminology, acronyms, and initialisms
- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Six (6) months field experience participating in implementing ServiceNow ITOM solutions, specifically for Cloud Provisioning and Governance
- Participation in at least one ServiceNow ITOM deployment specifically for Cloud Provisioning and Governance
- Intermediate or above Windows and Unix administration skills
- Intermediate or above JavaScript and regular expression scripting skills
- Introductory or above network administration knowledge

## Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities 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-topics 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 Domain	% of Exam
1	<b>Administration and Setup (e.g., Cloud Accounts, Alert Configurations, Resource Profiles, Resource Pools, Permissions, Quotas, Policies, UI Form Manipulation, Billing, Tags, Budget Consumption, Troubleshooting)</b>	<b>38%</b>
2	<b>Templates</b> (Cloud Formation Templates, Azure ARM Templates, Terraform, template versioning, CPG customization, Post Provision operations)	<b>11%</b>

<b>3</b>	<b>Resource Blocks and CAPI</b> (eg. Resource Blocks, CAPI Components and Operations, CAPI Extensions, Response Processor, Expressions)	<b>33%</b>
<b>4</b>	<b>Cloud Providers</b> (eg. AWS, Azure, VMware)	<b>18%</b>
	<b>Total</b>	<b>100%</b>

## Exam Registration

ServiceNow partners with Kryterion using their Webassessor platform for exam registration. Our mainline exams are offered at Kryterion test centers or can be taken anywhere online while a Kryterion proctor monitors the exam appointment.

To register for an exam, you will need to create a Webassessor account and then link it to your Now Learning account.

For individuals with a disability or English as Second Language (ESL), ServiceNow does offer reasonable accommodation while taking the certification exam.

NOTE: A special accommodation version of the exam is available. Contact [certification@servicenow.com](mailto: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 (45) questions.

### 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. Partial credit is not provided.

## 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 an exam, a voucher is not needed to retake the exam. Register and pay for the exam in Webassessor. Review the [Candidate Journey Guide's Retake Policy for more information.](#)

## Sample Question(s)

### Sample Item #1:

How are Resource Pools populated with values?

- A. Discovery
- B. Scripts
- C. Cloud Orchestration
- D. List Collectors

Answer: A

### Sample Item #2:

Which Resource should be utilized to support the use of custom tags in the Cloud Order Form?

- A. Virtual Server
- B. AWS Datacenter
- C. Logical Datacenter
- D. Cloud Metadata
- E. Blueprint Container

Answer: E

### Sample Item #3:

All Cloud Provisioning and Governance CI Class Types should be extended from which Parent CI Class Type?

- A. Virtual Server
- B. AWS Datacenter
- C. Virtual Object
- D. Cloud Object
- E. Virtual Machine Object

Answer: D

**Sample Item #4:**

If a Cloud Account is not displayed on an order form, what is the likely cause?

- A. Check that the Cloud Account has been validated
- B. Check that the Cloud Account has been published
- C. Check that the user has the proper roles
- D. Delete the existing Cloud Account and recreate it

Answer: B

**For More Information**

[www.servicenow.com](http://www.servicenow.com)