

ServiceNow Certified Implementation Specialist – Customer Service Management Exam Specification

Paris Release– Updated October 1, 2020

Introduction

The ServiceNow Certified Implementation Specialist – Customer Service Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become CIS-CSM certified.

Exam Purpose

The Certified Implementation Specialist – Customer Service Management exam certifies that a successful candidate has the skills and essential knowledge to lead and contribute to the configuration, implementation, and maintenance of the ServiceNow CSM application.

Exam Audience

The Certified Implementation Specialist – Customer Service Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Customer Service Management Certified Implementation Specialist.

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 Certified Implementation Specialist – Customer Service Management 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](#)
- [CMDB Fundamentals](#)
- [Customer Service Management Fundamentals](#)
- [Customer Service Management Implementation](#) - *Upon completion, the candidate will be eligible to collect a voucher for the Certified Implementation Specialist – Customer Service Management exam.

Recommended Knowledge & Education

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

- [Communities Implementation](#)
- [CSM with Service Management for BPC](#)
- [Customer Service Management with Service Management for Implementers](#)
- [Agent Workspace Fundamentals](#)
- [Advanced Work Assignment](#)
- [Predictive Intelligence Fundamentals](#)
- [Performance Analytics Essentials](#)
- [Performance Analytics Fundamentals](#)
- [Virtual Agent Overview](#)
- [Service Portal Fundamentals](#)

Additional Resources

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

- [Documentation and Release Notes](#)

Additional Recommended Experience

- Six months field experience participating in ServiceNow CSM deployment projects or maintaining CSM application suite in ServiceNow instances
- Practical knowledge about Customer Services Processes and knowledge of Case workflows
- General familiarity with industry terminology, acronyms, and initialisms

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 Domain	% of Exam
1	Engagement Methodology and Project Planning <ul style="list-style-type: none"> • Project Phases • Working with Clients • Team Responsibilities 	10%

2	Customer Service Management System Setup and Configuration <ul style="list-style-type: none"> • Overview of CSM Application • CSM in ServiceNow • CSM Setup 	50%
3	Customer Service Management Integration <ul style="list-style-type: none"> • Integration Capabilities • Integration with 3rd Party Systems • Migration of Historical Case Records 	15%
4	CSM Portal, Knowledge Management, Service Catalog, Communities and Performance Analytics <ul style="list-style-type: none"> • CSM Portal • Knowledge Management • Service Catalog • Communities and Performance Analytics 	25%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Customer Service Management Implementation training prerequisite. Voucher codes are nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist – Customer Service Management 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 (60) 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)

Sample Item #1:

When does UAT testing usually happen?

- A. A week before go-live
- B. A week after go-live
- C. 2-3 weeks before go-live
- D. 4-6 weeks before go-live

Answer: D

Sample Item #2:

Which of the following is included in an account relationship record? (select two)

- A. A source account, selected in the Account From field
- B. A target account, selected in the Account To field
- C. A contact, selected in the Contact Name field
- D. A location, selected in the Location field

Answer: A,B

Sample Item #3:

What is the final state of a case?

- A. Resolved
- B. Resolution Accepted
- C. Completed
- D. Closed

Answer: D

Sample Item #4:

Which of the following widgets are part of the CSM Unified Theme package? (Select two)

- A. CSM Portal widget
- B. CSM Unified Navigation widget
- C. CSM Style Guide
- D. CSM Unified Portal Footer

Answer: C,D