

ServiceNow
Certified Implementation Specialist
– Event Management
Exam Specification

San Diego Release – Updated March 30, 2022

Introduction

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

Exam Purpose

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

Exam Audience

The Certified Implementation Specialist – Event Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Certified Event Management Implementer or Administrator.

Exam Preparation

Exam questions are based on official ServiceNow training materials, the ServiceNow [product 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 – Event Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- CIS – Event Management Achievement Map
- ServiceNow Fundamentals
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- CMDB Fundamentals
- ITOM Fundamentals
- Event Management Fundamentals

Visit the certification path for CIS-EM in [Now Learning](#).

Upon completion of Event Management Fundamentals, the candidate will be eligible to [obtain or purchase](#) a nontransferable voucher code to register for the Certified Implementation Specialist – Event Management exam.

Recommended Knowledge & Education

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

- Certified System Administrator
- ITIL Foundations Certified

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow ITOM deployments specifically for Event Management
- Intermediate or above Windows and Unix administration skills
- Intermediate or above SNMP knowledge
- Intermediate or above JavaScript and regular expression scripting skills
- Introductory or above network administration knowledge
- 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	Event Management Overview <ul style="list-style-type: none"> • IT Operations Management (ITOM) solution • Define customer challenges • Event Management key features and capabilities • Graphical user interfaces (operator workspace, alert intelligence, dependency maps) • Common Service Data Model (business, application, and technical services) 	13%
2	Architecture and Discovery <ul style="list-style-type: none"> • Discovery and MID server architecture • Event Management architecture and CMDB 	13%

	<ul style="list-style-type: none"> The monitoring process Validate a MID server 	
3	Event Configuration and Use <ul style="list-style-type: none"> Event setup (event processing, event rules, event filter, event thresholds, operator workspace) Event Management process flow (event table, message key, event processing jobs, event field mapping, CI binding, best practices) Connectors (preconfigured, customized) Scripting (Regex, JavaScript, PowerShell) 	34%
4	Alerts and Tasks <ul style="list-style-type: none"> Alert defined (alert record attributes, scheduled jobs) Alerts process flow (alert management rules, CI binding, priority scores, priority groups, incidents, best practices) Alert grouping (correlation rules, alert aggregation) Alert Intelligence Alert impact profile (impact tree, impact rules, cluster example, SLAs) 	30%
5	Event Sources <ul style="list-style-type: none"> Identify event sources Push vs. pull methods Use inbound actions Configure a monitoring connector 	10%
Total		100%

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 for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of thirty (30) 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:**

Which customer challenges/questions does Event Management help resolve?

- A. What devices are we using?
- B. Did we deprecate assets we do not own?
- C. What is the current state of our IT infrastructure?
- D. How do we know what servers and applications provide services?
- E. How can I automate and prioritize remediation tasks and notifications?
- F. How can we consolidate our monitoring tools into a single management system?

Answers: C, E, F

Sample Item #2:

What type of system can a MID server be installed on?

- A. Microsoft Windows Server
- B. Linux System
- C. Microsoft Windows Desktop
- D. Any system inside the customer firewall
- E. OpenVMS System

- F. Mac OS X System
- Answers: A, B

Sample Item #3:

If more than one event rule applies to a particular event or metric, which of the event rules will run based upon the order of execution number?

- A. Only the event rule with the lowest order of execution number will run.
 - B. Only the event rule with the highest order of execution number will run.
 - C. All event rules will run, from the highest to the lowest order of execution numbers.
 - D. All event rules will run, from the lowest to the highest order of execution numbers.
- Answer: A

Sample Item #4:

In Event Management, what module allows for automatic task creation?

- G. Alert Management Rules
- H. Event Rules
- I. Task Rules
- J. Correlation Rules

Answer: A

Sample Item #5:

What is the default collection/polling interval applied to all event connectors?

- A. Every 5 seconds
- B. Every 40 seconds
- C. Every 60 seconds
- D. Every 120 seconds
- E. Every 10 minutes

Answer: D

For More Information

www.servicenow.com