

ServiceNow
Certification Implementation
Specialist – Field Service
Management
Exam Specification

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Introduction

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

Exam Purpose

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

Exam Audience

The Certified Implementation Specialist – Field Service Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Field Service Management (FSM) certified

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

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Certified Implementation Specialist – Field 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
- Field Service Management (FSM) Fundamentals
- Dynamic Scheduling Fundamentals
- Field Service Management (FSM) Implementation
- Dynamic Scheduling Implementation

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

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

Recommended Knowledge & Education

ServiceNow recommends completion of the following optional Training Courses in preparation for the exam.

- Field Service Parts Sourcing and Transfer Fundamentals
- Planned Maintenance for Field Service
- Field Service Management (FSM) Implementation Simulator

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

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least one ServiceNow Field Service Management deployment project
- General familiarity with industry terminology, acronyms, and initialisms

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 | Field Service Management Fundamentals <ul style="list-style-type: none"> • Field service types, modules, and industry use cases • Field Service Management solution features • Process lifecycle, personas, roles, and related terminology | 50% |

| | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| | <ul style="list-style-type: none"> • Work order initiation, qualification, scheduling and dispatch, and delivery and confirmation activities • Time recording and approval • Managing the agent and team calendars • Managing skills | |
| 2 | Implementation Planning <ul style="list-style-type: none"> • Preparation activities stakeholders, and good practices • ServiceNow maturity levels • Integrations with applications and data sources | 5% |
| 3 | Implementing Field Service Processes <ul style="list-style-type: none"> • Establishing foundation data (locations, groups, users, customer accounts, contacts, stockrooms, and assets) • Configuring field service business process, assignment, and add-ons • Configuring work order templates, skills, and questionnaires • Planned maintenance • Inventory management and parts sourcing and transfer process • Scheduling and dispatch features, processes, and automation • Advanced time recording, rate types, labor rate cards, and time sheet policies | 38% |
| 4 | Implementing Related Processes <ul style="list-style-type: none"> • Customer experience features • Appointment Booking configuration • Targeted communications • Contextual knowledge | 7% |
| 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 60 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:

What are two unique group types used by field service management?

- A. Qualification
- B. Dispatch
- C. Approval
- D. Knowledge

Answer: A, B

Sample Item #2:

What is an example of a no code data cleansing option?

- A. Data import
- B. Fix script
- C. Data source transform
- D. Field normalization rules

Answer: D

Sample Item #3:

What can be used to define competencies for field agents?

- A. Territory management
- B. Agent calendar
- C. Skills management
- D. Dynamic scheduling

Answer: C

Sample Item #4:

What must be enabled to track field agents?

- A. 'Share agent details' system property
- B. Location history map
- C. Field technician feedback survey
- D. Geolocation

Answer: A, D

For More Information

www.servicenow.com