# ServiceNow
# Certified 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 Certified Implementation Specialist for Field Service Management.

# 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 – Field Service Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- ServiceNow Fundamentals
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- CMDB Fundamentals
- Field Service Management Fundamentals
- Dynamic Scheduling Fundamentals
- Field Service Management Implementation - *Upon completion, the candidate will be eligible to collect a voucher for the Certified Implementation Specialist – Field Service Management exam.
- Dynamic Scheduling Implementation

**Recommended Knowledge & Education**

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

- CIS-Field Service Management Certification Test Prep

**Additional Resources**

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

- ServiceNow Product Documentation for Field Service Management

**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 typically encountered during ServiceNow Field Service 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 | **Field Service Management Fundamentals**<br><br>• Field Service Management Process, Personas, Roles, and Terminology<br>• Work Order Management<br>• Scheduling and Dispatch<br>• Field Agent Activities (Mobile & Desktop)<br>• Reporting & Performance Analytics for Field Service | 35% |

| | | |
|---|---|---|
| | • Data Collection Process, Widgets, and Dashboards<br>• Planned Maintenance for Field Service<br>• Appointment Booking<br>• Map Pages | |
| 2 | **Implementation Planning**<br><br>• Field Service Management Solution<br>• Field Service Industry Good Practices<br>• Field Service Management Implementation Good Practices | 15% |
| 3 | **Implementing Field Service Processes**<br><br>• Foundation Data<br>• Configuring Field Service Business Process, Assignment, and Add-ons<br>• Configuring Work Order Creation<br>• Optimizing Scheduling, Dispatch, and Inventory Operations<br>• Configuring Time Recording<br>• Configuring Field Service Mobile | 35% |
| 4 | **Implementing Related Processes**<br><br>• Configuring Appointment Booking (Service Portal and Service Catalog)<br>• Configuring Targeted Communications<br>• Configuring Contextual Knowledge for Field Service | 10% |
| 5 | **Field Service Integrations**<br><br>• Integrations with Applications and Data Sources<br>• Process Integrations | 5% |
| | **Total** | 100% |

# Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](Webassessor) website using a voucher obtained by completing the Field Service Management Implementation training prerequisite. The voucher code obtained from the prerequisite training path is nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist – Field 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 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:

What can be used to easily resolve work order scheduling conflicts?

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

Answer: D

### Sample Item #2:

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

A. Qualification
B. Dispatch
C. Vendor
D. Work
E. Knowledge

Answer: A, B, D

### Sample Item #3:

When using route optimization, what happens in the case that route of all tasks cannot satisfy time constraints of an agent's schedule?

A. A smaller set of tasks is calculated
B. The route cannot be optimized
C. Unrouted tasks are set to pending dispatch state
D. All tasks are set to the pending dispatch state

Answer: A, C

**Sample Item #4:**

When using dynamic scheduling, which task filter matching criteria is used to consider how far away agents are from the location of the selected task(s)?

A. Distance from task
B. Assigned cases
C. Availability today
D. Last assigned

Answer:  A

**Sample Item #5:**

What are the key components of the dynamic scheduling configuration?

A. Un-assignment constraints
B. Task ordering rules
C. Assignment workflow
D. Task filters
E. Execution order

Answers: A, B, D