

ServiceNow Certified Implementation Specialist – IT Service Management Exam Specification

London Release – Updated September 16th, 2018

Introduction

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

Exam Purpose

The Certified Implementation Specialist - IT Service Management exam certifies that a successful candidate has the skills and essential knowledge to configure, implement, and maintain the ServiceNow ITSM application.

Exam Audience

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

Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the exam.

- [ServiceNow Fundamentals](#)
- ServiceNow ITSM Fundamentals
- ServiceNow ITSM Implementation

Additional Resources

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

- [ServiceNow Product Documentation](#)
- [ServiceNow Developers](#)

Additional Knowledge & Experience

- General familiarity with general industry terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- ITIL v3 Foundations certified
- Certified System Administrator (CSA)

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	Incident Management	25%
	Baseline Application Functionality	
	Architecture and Security	
	Business Cases / Use Cases	
	Proven Practices for Implementation	
2	Problem Management	10%
	Architecture and Security	
	Business Cases / Use Cases	
	Proven Practices for Implementation	
3	Change Management	25%
	Baseline Application Functionality	
	Architecture and Security	

	Business Cases / Use Cases	
	Proven Practices for Implementation	
4	Knowledge Management	10%
	Baseline Application Functionality	
	Architecture and Security	
	Business Cases / Use Cases	
	Proven Practices for Implementation	
5	Request Fulfillment	25%
	Baseline Application Functionality	
	Architecture and Security	
	Business Cases / Use Cases	
	Proven Practices for Implementation	
6	Configuration Management Database	5%
	Baseline Application Functionality	
	Architecture and Security	
	Business Cases / Use Cases	
	Proven Practices for Implementation	
	Total	100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [WebAssessor](#) website using a voucher obtained by completing the training prerequisite.

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 for a cost of \$75.

Sample Question(s)

Sample Item #1:

Which field on a configuration item (CI) may be used to route incidents to the appropriate group to quickly resolve incidents related to the CI?

- A. Assignment group
- B. Support group
- C. Change control
- D. Managed by

Answers: B