

ServiceNow
Certified Implementation Specialist -
IT Service Management
Exam Specification

Introduction

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

Exam Purpose

The ServiceNow Certified Implementation Specialist - IT Service Management (ITSM) exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of ServiceNow ITSM applications.

Audience

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

Prerequisites

ServiceNow recommends completion of the following pre-requisites in preparation for the ServiceNow Certified Implementation Specialist - IT Service Management (ITSM) exam.

Certifications

- Certified System Administrator (CSA)
- ITIL v3 Foundations Certified

Education

- ServiceNow Platform Fundamentals (formerly ServiceNow System Administration)
- ServiceNow ITSM Fundamentals
- ServiceNow ITSM Implementation

General Knowledge

- General familiarity with general industry terminology, acronyms, and initialisms

Exam Scope

Specific ITSM Applications

- Incident Management
- Problem Management
- Change Management
- Configuration Management Database
- Knowledge Management
- Service Catalog / Request Fulfillment

Application Concepts

For each ITSM application, know the following:

- Baseline Application Functionality
 - Basic and advanced features in baseline installation of the current release
 - Functionality and features added or changed in the current release
 - State model and default process flow
 - Basic and advanced operations performed by users and the system
- Architecture and Security
 - Key tables used in the application
 - Relationships among application tables
 - Roles and default Access Controls
 - Primary application components (Script Includes, Business Rules, etc.)
 - Integration capabilities
- Business Cases / Use Cases
 - Value proposition
 - Key Performance Indicators and Benchmarks
 - Selection of appropriate features and functions to meet business requirements
- Proven Practices for Implementation
 - Implementation approaches to meet requirements that preserve upgradability, scalability, and maintainability
 - Implementation solutions that work in conjunction with baseline application functionality

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.

Exam Structure

The following table shows the knowledge domains measured by this exam and the percentage of questions represented in each domain.

Learning Domain		Percent of Exam
1	Incident Management	25%
2	Problem Management	10%
3	Change Management	25%
4	Knowledge Management	10%
5	Request Fulfillment	25%
6	Configuration Management Database	5%
Total		100%

Question Formats and Responses

A variety of questions are used on the exam. Each question contains distractors, which represent incorrect or incomplete answers a candidate with incomplete skill or knowledge may choose. Distractors are plausible options that fits into the topic area defined by a test objective, but do not represent the correct response.

Multiple Choice (single answer)

For each Multiple Choice question on the exam, there are four (4) possible responses. The person taking the exam reviews the response options and selects ONE (1) response most accurately answers the question.

Wrong answers, called distractors, represent incorrect or incomplete answers a candidate with incomplete skill or knowledge may choose. Distractors are plausible options that fits into the topic area defined by a test objective, but do not represent the correct response.

Multiple Select (select all that apply)

For each Multiple Select question on the exam, there are four (4) possible responses. The person taking the exam reviews the response options and selects ALL responses that accurately answer the question.

Multiple Select questions may have one (1), two (2), three (3), or four (4) correct responses. Partial credit is awarded for each correct response.

True or False

An examinee is presented with a statement and is asked to select the correct answer from the two options; the statement is either true or false.

Testing Process

Each candidate must register for the exam. 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 Training@serviceNow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Results

After completing and submitting the exam, results are immediately calculated and displayed to the candidate. A Pass or Fail message is displayed giving the candidate immediate results.

Exam Content Description

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.

This ServiceNow Implementation Specialist Certification Exam Blueprint includes test objectives, weighting, and sample questions. The sub-skills within each Learning Domain listed to clarify the test objectives include a few examples but should NOT be considered an all-inclusive list of exam content.

Learning Domain 1 – Incident Management

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

- A parent Incident is updated to reflect a new Assignment Group, Work Notes, and related Problem. Corresponding field updates to child Incidents include _____.
- A. Assignment Group, Work Notes, and related Problem
 - B. Assignment Group and Work Notes
 - C. Work Notes
 - D. No updates are made to child Incidents

Learning Domain 2 – Problem Management

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

- When should a Problem be put in a State of Known Error?
- A. The cause of the Problem has been determined, but there is no permanent fix
 - B. The Problem has been acknowledged, but a root cause has not yet been identified
 - C. A fix for the Problem is pending implementation of a Change
 - D. The Problem is actively being investigated, but a workaround has been identified

Learning Domain 3 – Change Management

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

A customer has a requirement to allow staff to copy existing Changes. However, they want to add the Work Notes List field to the fields included in the copy operation. Which approach is recommended to satisfy this requirement?

- A. Edit the code in the Copy Change UI Action to include the new field and validate that the UI Action is Active
- B. Validate that the 'Enable Copy Change feature' property is set to true and add the field to the 'List of attributes (comma-separated) that will be copied from the originating change' property
- C. Edit the ChangeUtils Script Include to add the new field to the CHANGE_REQUEST_DEFAULT_ATTR_VALUE Constant that defines fields to include in Copy operation
- D. Override the Dictionary attributes for the Work Notes List field on Change to add the 'Include in Record Copy' attribute set to true

Learning Domain 4 – Knowledge Management

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

A record is added to the _____ table each time a Knowledge article is viewed. The record includes fields to identify the user who viewed the article and whether the article was attached to a Task.

- A. Knowledge Use [kb_use]
- B. Knowledge Feedback [kb_feedback]
- C. Knowledge [kb_knowledge]
- D. Knowledge Search Log [ts_query_kb]

Learning Domain 5 – Service Catalog / Request Fulfillment

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

Which one of the following is proper syntax for accessing values of variables from a Record Producer script field?

- A. `g_form.getReference('variable_name')`
- B. `g_form.getVariable('variable_name')`
- C. `producer.variable_name`
- D. `current.variable_name`

Learning Domain 6 – Configuration Management Database (CMDB)

- A. Baseline Application Functionality
- B. Architecture and Security
- C. Business Cases / Use Cases
- D. Proven Practices for Implementation

Sample Item

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