

# ServiceNow Certified Implementation Specialist Exam Specification

## Introduction

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

## Exam Purpose

The ServiceNow Certified Implementation Specialist Exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of a ServiceNow system.

## Audience

The ServiceNow Certified Implementation Specialist Exam is available to ServiceNow employees and ServiceNow partners.

## Prerequisites

ServiceNow recommends completion of the following pre-requisites in preparation for the ServiceNow Certified Implementation Specialist Exam.

The Certified Implementation Specialist covers learning domains that span several ServiceNow education classes as well as topics typically encountered during implementation projects in the field.

### Certifications

- Certified System Administrator Exam
- ITIL v3 Foundations Certified

### Education

- ServiceNow System Administration
- ServiceNow Advanced System Administration
- ServiceNow Implementation Bootcamp
- ServiceNow Scripting

### Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects

## 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	Engagement Methodology and Project Planning	10%
2	Core System Setup	30%
3	Security	10%
4	Tuning and Performance	20%
5	Configuration	30%
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.

## 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](mailto: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 – Engagement Methodology and Project Planning

- A. Project management
- B. Project scope
- C. Release Strategy
- D. Requirements definition and management

#### Sample Item

In a Sprint Burn Down chart, the total points remaining are calculated by which of the following?

- A. Total points in the Sprint minus those marked as Complete
- B. Total points in the Release minus those marked as Complete
- C. Total points in the Sprint minus those marked Ready for Testing
- D. Total points in the Sprint marked Complete

### Learning Domain 2 – Core System Setup

- A. Instance Properties and Core Settings
- B. Common Integrations (LDAP, Single Sign-on, Multi-factor Authentication)
- C. Web Services and REST Integrations

#### Sample Item

Within the ServiceNow application, a technical consultant has created and tested a new Outbound SOAP Message. In order for the consultant to trigger the new SOAP message within the ServiceNow application, which of the following can be created?

- A. UI Policy
- B. Business Rule
- C. UI Property
- D. Import Set

**Learning Domain 3 – Security**

- A. Application Security Model
- B. Contextual Security
- C. Encryption
- D. VPN

*Sample Item*

Which one of the following is a valid reason for a customer to obtain a VPN connection for their ServiceNow implementation?

- A. Encrypt end user access to ServiceNow
- B. Encrypt a SOAP message to ServiceNow
- C. Encrypt communication between a MID Server and a customer ServiceNow instance
- D. Encrypt the communication path between a customer ServiceNow instance and their enterprise LDAP server

**Learning Domain 4 – Tuning and Performance**

- A. Cloud Infrastructure Model
- B. High Availability and Disaster Recovery
- C. Diagnostic Tools
- D. Performance Best Practices

*Sample Item*

Which one of the following would improve the performance of loading forms within ServiceNow?

- A. Reduce the number of Related Lists configured on a form
- B. Increase the number of Client Scripts for a table
- C. Reduce the number of read-only fields defined for a form
- D. Increase the maximum amount of time an entry stays in the render cache

**Learning Domain 5 – Configuration**

- A. Fields, Forms, Views, Lists
- B. UI Actions and Policies
- C. Business Rules
- D. Client and Server-side Scripts
- E. Data Management

*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`