

# ServiceNow Certified Application Developer

Examination Specifications

**Introduction**

This ServiceNow Certified Application Developer Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow Certified Application Developer.

**Exam Purpose**

The ServiceNow Certified Application Developer Exam certifies that a successful candidate has the skills and essential knowledge to develop applications to solve business problems both for their employers and for sharing with the ServiceNow ecosystem.

**Audience**

The ServiceNow Certified Application Developer Exam is available to ServiceNow customers, Partners, sales engineers, and others interested in attaining this particular certification.

**Experience**

Successful candidates for this certification should have industry experience with ServiceNow system administration, application design, source code management, JavaScript and the ServiceNow APIs, web services, and UI design.

**Prerequisites**

This exam does not have any specific prerequisites but it is helpful to be a Certified ServiceNow System Administrator. The ServiceNow Application Creation class materials are the basis for this exam. The majority of the Certified Application Developer Exam concepts and questions are covered in the ServiceNow Application Creation class but successful candidates will need ServiceNow application development experience outside of class to be successful. Successful completion of the Scripting in ServiceNow class is also recommended.

We recommend at least six months hands-on experience developing applications in ServiceNow. Successful candidates have application development and system administration roles, and belong to groups that allow developer access to ServiceNow.

**General Prerequisites Skills for Certification**

A successful candidate can:

- Design an application including business logic, user interface, and database logic.
- Determine if an application is a good fit with ServiceNow's platform capability.
- Design and implement a user interface taking into consideration usability, form design, platform (desktop, tablet, and/or smartphone), and enhancing the user experience with scripts.
- Write, test, and debug client-side and server-side scripts.
- Implement security for an application using both contextual security and application scope.
- Automate an application using workflow, Document Feeds, email, Scheduled Script Executions, and Events.
- Create and use Application Properties.
- Integrate to external data sources.
- Manage applications including migration, downloading and installing, and managing source code.

**Exam Structure**

The exam consists of 60 questions delivered in a 90-minute period. The following table shows the Learning domains measured by this exam and the percentage of questions represented in each domain.

LEARNING DOMAIN	% OF EXAM
1. Designing and Creating an Application	15
2. Application User Interface	20
3. Security and Restricting Access	20
4. Application Automation	20
5. Working with External Data	10
6. Managing Applications	15
Total:	100

**About Questions and Responses**

For each question on the examination, there are four (4) possible responses. The person taking the exam reviews the response options and selects the most correct answer to the question. A wrong answer, called a distractor, is an incorrect answer a candidate with incomplete skill or knowledge may choose. A distractor is a plausible option that fits into the topic area defined by a test objective, but is not the correct response.

Questions are presented in one of these formats.

**Multiple-Select (one or more answers)**

An examinee selects at least one response that accurately answers the question. These questions use the phrase “Select all that apply” to indicate that there may be more than one correct response.

**Multiple Choice (single answer)**

An examinee selects one response that most accurately answers the question.

**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.

**The 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 Application Developer exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion Testing Network (KTN) is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at an exact 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. Access to a web browser, a webcam, and broadband access to the Internet is required.

**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 feedback.

**Exam Content Description**

Exam content is divided into Learning Domains drawn from the Application Creation course. In each Learning Domain, specific learning objectives have been identified and are tested in the exam. Below is a list of each Learning Domain and its learning objectives. A sample question is also provided.

**Note:** This ServiceNow Application Developer Certification Exam Blueprint includes test objectives, weighting, and sample questions. The sub-skills listed to clarify the test objectives include a few examples, but should not be considered an all-inclusive listing of the examination content. The Sample Items listed as examples represent a “medium” level of difficulty.

**Learning Domain 1 – Designing and Creating an Application**

- A. Determine if an application is a good fit with ServiceNow
- B. Design and implement a data model
- C. Create modules
- D. Create mobile versions of applications
- E. Use Application Scope

**Sample Item**

Q) Assume an application scope, sn\_my\_app, exists. Scripts from other application scopes can never delete records from tables in the sn\_my\_app scope. True or False?

- a) True
- b) False

(Answer: B)

**Learning Domain 2 – Application User Interface**

- A. Create, design, and customize forms
- B. Add/Remove fields from forms and tables
- C. Write, test, and debug client-side scripts for desktop and mobile
- D. Write, test, and debug server-side scripts
- E. Use a Record Producer as an application's UI

**Sample Item**

Q) Removing a field from a form using the Form Designer deletes the field from the database table. True or False?

- a) True
- b) False

(Answer: B)

**Learning Domain 3 – Security and Restricting Access**

- A. Restrict access to applications and application modules
- B. Automatically create application Access Controls
- C. Manually create, test, and debug Access Controls
- D. Use GlideSystem methods to script security
- E. Use Application Scope to protect application artifacts

**Sample Item**

Q) The Application Access settings for a table are:

- a. Global application scope
  - b. All application scopes
  - c. This application scope
  - d. ServiceNow application scope
- a) A and B
  - b) B and C
  - c) C and D
  - d) A and C

(Answer: B)

**Learning Domain 4 – Application Automation**

- A. Write, test, and debug Workflow
- B. Implement and use Document Feeds
- C. Create and use Application Properties
- D. Create Events, Scheduled Script Executions (Scheduled Jobs), and Utils (application) Script Includes
- E. Send and receive email
- F. Design and create Homepages and reports

**Sample Item**

Q) Which of the following is not a Report Type in ServiceNow?

- a) Trend
- b) Funnel
- c) Chart
- d) Pyramid

(Answer: C)

**Learning Domain 5 – Working with External Data**

- A. Import data in CSV or Excel format
- B. Integrate to, including testing and debugging, an external data source using SOAP
- C. Integrate to, including testing and debugging, an external data source using REST

**Sample Item**

Q) Which utility is used to determine if field names in an Import Set match the field names on the target table when importing data into ServiceNow?

- a) Transform Maps
- b) Auto Map Matching Fields
- c) CI Relationship Builder
- d) Business Service Management Map

(Answer: B)

**Learning Domain 6 – Managing Applications**

- A. Download and install applications
- B. Use Team Development to manage source code versions and code review
- C. Use the ServiceNow Git integration to manage source code

**Sample Item**

Q) Identify the incorrect statement about the Team Development application in ServiceNow.

- a) Team Development allows for branching operations including pushing and pulling record versions between instances.
- b) Team Development uses Git to manage versions.
- c) Developers can compare a development instance to another development instance.
- d) The Dashboard is a central location for all team development activities.

(Answer: B)