ServiceNow
Flow Designer Fundamentals
Micro-Certification Exam
Exam Specification

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Introduction
The Flow Designer Fundamentals Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Flow Designer Fundamentals certified.

Exam Purpose
The Flow Designer Fundamentals exam certifies that a successful candidate has the skills and essential knowledge to implement this application.

Exam Audience
The Flow Designer Fundamentals exam is available to ServiceNow customers, partners, and employees.

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 Flow Designer Fundamentals Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Flow Designer Fundamentals (eLearning). PLEASE NOTE: Upon completion, the candidate will be issued a voucher code to register for the Flow Designer Fundamentals Micro-Certification exam.

Recommended Knowledge & Education
ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- ServiceNow Fundamentals

Additional Recommended Experience
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- General familiarity with industry terminology, acronyms, and initialisms
## Exam Scope

The following table shows the topics on the exam and their weightings.

<table>
<thead>
<tr>
<th>Exam Topics</th>
<th>Percent of Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Flow Designer</strong></td>
<td>14%</td>
</tr>
<tr>
<td>Flow Designer benefits and features</td>
<td></td>
</tr>
<tr>
<td>Flow Designer development best practices</td>
<td></td>
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<tr>
<td><strong>Flows</strong></td>
<td>45%</td>
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<tr>
<td>Components of a flow</td>
<td></td>
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<tr>
<td>How to build and test flows</td>
<td></td>
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<tr>
<td>Flow execution</td>
<td></td>
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<tr>
<td><strong>Subflows</strong></td>
<td>18%</td>
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<tr>
<td>Components of a subflow</td>
<td></td>
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<tr>
<td>How to build subflows</td>
<td></td>
</tr>
<tr>
<td><strong>Actions</strong></td>
<td>23%</td>
</tr>
<tr>
<td>Action benefits and features</td>
<td></td>
</tr>
<tr>
<td>Components of an action</td>
<td></td>
</tr>
<tr>
<td>How to build an action</td>
<td></td>
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</table>
Exam Registration
Each candidate must register for the exam via the ServiceNow Webassessor website using a voucher obtained by completing the Flow Designer Fundamentals eLearning prerequisite. The exam is available directly through the Webassessor site as a non-proctored, 60-minute exam.

Exam Structure
The exam consists of approximately 22 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 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 $25.
Sample Question(s)

Sample Item #1:
What can a flow contain that a subflow cannot?

A. Action  
B. Subflow  
C. Trigger  
D. Flow Logic

Answer: C

Sample Item #2:
What single reusable operation in the Action Designer executes the work?

A. Action step  
B. Flow Component  
C. Flow Logic  
D. Data Panel

Answer: A