ServiceNow
Certified System Administrator
Exam Specification

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Introduction

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

Exam Purpose

The ServiceNow System Administrator Certification demonstrates that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system.

Successfully passing this Certification exam also establishes a set of skills necessary to continue in the ServiceNow Certification paths. It is a prerequisite for advanced courses.

Exam Audience

The ServiceNow System Administrator Certification exam is available to ServiceNow customers, partners, sales engineers, and others interested in becoming a ServiceNow Certified System Administrator.

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 in preparation for the Certified System Administrator exam. Information provided in the following ServiceNow training course contains source material for the exam.

- [ServiceNow Fundamentals (live class) or ServiceNow Fundamentals (on demand)](#) *Upon completion of ServiceNow Fundamentals, the candidate will be eligible to collect a voucher code for the Certified System Administrator exam.

Additional Recommended Experience

- Industry experience with database concepts and system management.
- System administrator role and/or access to ServiceNow administrative applications and modules.
- Some knowledge of IT Help Desk processes and the incident, problem, and change workflows is also helpful.

- Three (3) to six (6) months experience using and/or maintaining a ServiceNow instance

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	**User Interface & Navigation** • ServiceNow Overview • Lists and Filters • Forms and Templates • Branding	20%
2	**Collaboration** • User Administration • Task Management • Notifications • Reporting	20%
3	**Database Administration** • Data Schema • CMDB • Application/Access Control • Import Sets	30%
4	**Self-Service & Process Automation** • Knowledge Management • Service Catalog • Workflows/Flow Designer	20%
5	**Introduction to Development** • Scripting • Migration and Integration • Development	10%
	Total	**100%**

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the ServiceNow Fundamentals training prerequisite. Voucher codes are nontransferable and provides the candidate eligibility to sit for the Certified System Administrator exam only.

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 approximately (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 which 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 at a cost.

Sample Question(s)

Sample Item #1:

Which one of these applications is available to all users?

    A. Change
    B. Incident
    C. Facilities
    D. Self Service

      Correct Answer: D

Sample Item #2:

Which module displays a list of tasks assigned to a user's group, but not yet assigned to
an individual user?

    A. My Teams Work
    B. My Groups Work
    C. My Groups Tasks
    D. My Teams Tasks

      Correct Answer: B

Sample Item #3:

Which one of the following is a definition for transform maps in ServiceNow?

    A. A map that is used to store the history of the incident records
    B. A map used to add data to encrypted fields
    C. A map used to trigger Business Rules before the data is queued in the outbound Web Service
    D. A map to determine relationships between fields displaying in an Import Set to fields in an existing table

      Correct Answer: D

Sample Item #4

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

    A. Order Guides

B. Request Types
C. Variable Types
D. Related Lists

Correct Answer: C

Sample Item #5:

What is the language used for scripting in ServiceNow?

A. Java
B. AngularJS
C. JavaScript
D. Jelly

Answer: C