

ServiceNow Certified Implementation Specialist – Event Management Exam Specification

New York Release – Updated September 4, 2019

Introduction

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

Exam Purpose

The Certified Implementation Specialist – Event Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, administration, implementation, and maintenance specific to the Event Management application within the ServiceNow platform.

Exam Audience

The Certified Implementation Specialist – Event Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Certified Event Management Implementer.

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 Certified Implementation Specialist – Event Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [Event Management Fundamentals](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Event Management exam.

Recommended Knowledge & Education

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

- [Implementer Learning Path](#)
- [Operational Intelligence](#)
- [Certified System Administrator](#)
- ITIL v3 Foundations Certified

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow ITOM deployments specifically for Event Management
- Intermediate or above Windows and Unix administration skills
- Intermediate or above SNMP query knowledge
- Intermediate or above JavaScript and regular expression scripting skills
- Introductory or above network administration knowledge
- General familiarity with industry terminology, acronyms, and initialisms

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	Event Management Engagement Readiness/Setup	10%
	Scoping (e.g., Nodes and License Impact, Supported Technology)	
	Planning (e.g., MID Server Requirements, Data Gathering Questionnaire, Security Requirements)	
	Operationalizing IT (e.g., MID Server and Event Management Dashboard, Benefits, Use Cases, Guided Setup)	
	Event Management Solution (e.g., Business Value, Definition, Positioning, Customer Conversation)	
2	Configuration Management Database	10%
	CI Class Management (e.g., CMDB Health Dashboard, CI Class Manager, CMDB Tables, Reclassification, CMDB Relationships)	

	CMDB Identification and Reconciliation (e.g., CI Identifiers, Reconciliation Definitions, Data Source Precedence, CMDB De-duplication)	
3	Event Management Configuration and Use	70%
	Event Setup (e.g., Event Processing, Event Rules, Event Thresholds, Event Management Dashboard)	
	Alerts (e.g., Alert Management Rules, Alert Aggregation, Alert Console, Alert Intelligence, CI Binding, Correlation, Priority Scores, Priority Groups, Service Analytics)	
	Connectors (e.g., Preconfigured, Customized)	
	Scripting (e.g., Regex, JavaScript, PowerShell)	
	Event Management Process Flow (e.g., Event Table, Event Processing Jobs, Event Rules, Alert Management Rules, Event Field Mapping, Best Practices)	
	Event Management Troubleshooting (e.g., Event Errors, Credentials)	
4	Operational Intelligence Overview	10%
	Setup and Configuration (e.g., Implementation Requirements, Metric Registration, Metric Learner, Metric/Data Sources)	
	Operations (e.g., Insights Explorer, Anomaly Map, Anomaly Alerts, Alert Console)	
	Anomalies (e.g., Anomaly Scores, Thresholds, Alert Promotion Rules)	
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Event Management Fundamentals training prerequisite.

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 (30) 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 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 \$75.

Sample Question(s)

Sample Item #1:

Which customer challenges/questions does Event Management help resolve?

- A. What devices are we using?
- B. Did we deprecate assets we do not own?
- C. What is the current state of our IT infrastructure?
- D. How do we know what servers and applications provide services?
- E. How can I automate and prioritize remediation tasks and notifications?
- F. How can we consolidate our monitoring tools into a single management system?

Answers: C, E, F

Sample Item #2:

What methods can be used to populate the Configuration Management Database (CMDB)?

- A. Manually via Import Sets
- B. Automatically via ServiceNow Discovery application
- C. Manually by a Groovy script
- D. Automatically via ServiceNow Orchestration application
- E. Manually by importing a .csv or .txt file

Answers: A, B

Sample Item #3:

In Event Management, what module allows for automatic task creation?

- G. Alert Management Rules
- H. Event Rules
- I. Task Rules
- J. Correlation Rules

Answer: A

Sample Item #4:

In Operational Intelligence, what module allows for automatic Alert creation from an Anomaly Alert?

- F. Alert Management Rules
- G. Event Rules
- H. Task Rules
- I. Alert Promotion Rules

Answer: D