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ServiceNow
Certified Implementation Specialist
– Human Resources
Exam Specification

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Introduction

The ServiceNow Certified Implementation Specialist – Human Resources Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow Certified Implementation Specialist for Human Resources.

Exam Purpose

The ServiceNow Certified Implementation Specialist – Human Resources certification demonstrates that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow Human Resources suite of applications.

Exam Audience

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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 – Human Resources exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- HR Fundamentals
- HR Implementation - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Human Resources exam.

Recommended Knowledge & Education

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

- Implementer Learning Path
- Certified System Administrator
- HR Integrations
- Localization

- [Performance Analytics Fundamentals](#)
- [Performance Analytics Advanced](#)
- [Service Portal Fundamentals](#)

Additional Recommended Experience

- Practical knowledge about Human Resources processes and some knowledge of IT Service Request workflows is also helpful
- Three (3) to six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least one ServiceNow HR deployment project
- 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	**Describe and use the ServiceNow HR System Architecture**	36%
	Plugins	
	HR Table Structure	
	Application Scoping	
2	**Configure and Implement ServiceNow Core HR Applications and HR Service Portal**	41%
	Users, Groups, Skills and Roles	
	Assignment Rules	
	HR Services, HR Catalog Items, and Record Producers	
	HR Service Portal Branding	
3	**ServiceNow Implementation Methodology**	7%

	Understand SAIF and SIM Methodologies	
	Identify Recommended Implementation Workshops	
	Proficiency with Writing or Loading Stories to Govern the Engagement	
4	**4 Describe and Use Platform, Role, and Contextual Security**	**16%**
	Describe how Platform, Role, and Contextual Security are Used in ServiceNow	
	Understand how the Delegated Developer role works	
	Understand how to Configure Security Options to Protect HR Data	
	Total	**100%**

Exam Registration

Each candidate must register for the exam via the ServiceNow Webassessor website using a voucher obtained by completing the ServiceNow HR Implementation 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 (45) 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:

In which scope is the HR Case Management application?

  A. Human Resources: Integrations
  B. Human Resources: Core
  C. Human Resources: Lifecycle Events
  D. Human Resources: Service Portal

  Answer: B

Sample Item #2:

When is a client role assigned?

    A. Automatically when a user record is created
    B. Manually when the user record is created
    C. Automatically when an HR Profile is created
    D. Manually when an HR Profile is created

    Answer: C

Sample Item #3:

Where is a ServiceNow Engagement governed? (select all that apply)

    A. Centralized Services Portal
        B. Customer Production instance
    B. In the ServiceNow HI instance
    C. Separate Engagement instance
    D. On the Partner Portal

    Answers: B, D

Sample Item #4:

When the Human Resources Case Management application is activated, HR-related Admin roles are automatically added to which existing role?

    A. Admin [admin]
    B. Knowledge Admin [kb_admin]
    C. Manager [manager]
    D. Skills User [skills_user]

    Answer: A