

ServiceNow Certified Implementation Specialist - IT Service Management Exam Specification

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Introduction

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

Exam Purpose

The Certified Implementation Specialist - IT Service Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of ServiceNow ITSM applications.

Exam Audience

The Certified Implementation Specialist - IT Service Management exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow ITSM Certified Implementation Specialist.

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 - IT Service Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow ITSM Fundamentals](#)
- [ServiceNow ITSM Implementation](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – IT Service 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](#)
- [Automated Test Framework \(ATF\) Fundamentals](#)
- [Major Incident Management](#)
- [Mobile Development Fundamentals](#)
- [Service Portal Fundamentals](#)

Additional Recommended Experience

- Six (6+) months general ServiceNow platform experience
- Six (6+) months ServiceNow implementation experience
- 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.

Application Concepts

For each ITSM application, know the following:

- **Baseline Application Functionality**
 - Basic and advanced features in baseline installation of the current release
 - Functionality and features added or changed in the current release
 - State model and default process flow
 - Basic and advanced operations performed by users and the system
- **Architecture and Security**
 - Key tables used in the application
 - Relationships among application tables
 - Roles and default Access Controls
 - Primary application components (Script Includes, Business Rules, etc.)
 - Integration capabilities
- **Business Cases / Use Cases**
 - Value proposition
 - Key Performance Indicators and Benchmarks
 - Selection of appropriate features and functions to meet business requirements
- **Proven Practices for Implementation**
 - Implementation approaches to meet requirements that preserve upgradability, scalability, and maintainability
 - Implementation solutions that work in conjunction with baseline application functionality

	Learning Domain	% of Exam
1	Incident Management	25%
2	Problem Management	10%
3	Change Management	25%
4	Knowledge Management	10%
5	Request Fulfillment	25%
6	Configuration Management Database	5%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the ITSM Implementation training prerequisite. The voucher code obtained from the prerequisite training path is nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist - IT Service Management 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 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:

A parent Incident is updated to reflect a new Assignment Group, Work Notes, and related Problem. Corresponding field updates to child Incidents include _____.

- A. Assignment Group, Work Notes, and related Problem
- B. Assignment Group and Work Notes
- C. Work Notes
- D. No updates are made to child Incidents

Sample Item #2:

When should a Problem be put in a State of Known Error?

- A. The cause of the Problem has been determined, but there is no permanent fix
- B. The Problem has been acknowledged, but a root cause has not yet been identified
- C. A fix for the Problem is pending implementation of a Change
- D. The Problem is actively being investigated, but a workaround has been identified

Sample Item #3:

A customer has a requirement to allow staff to copy existing Changes. However, they want to add the Work Notes List field to the fields included in the copy operation. Which approach is recommended to satisfy this requirement?

- A. Edit the code in the Copy Change UI Action to include the new field and validate that the UI Action is Active
- B. Validate that the 'Enable Copy Change feature' property is set to true and add the field to the 'List of attributes (comma-separated) that will be copied from the originating change' property
- C. Edit the ChangeUtils Script Include to add the new field to the CHANGE_REQUEST_DEFAULT_ATTR_VALUE Constant that defines fields to include in Copy operation
- D. Override the Dictionary attributes for the Work Notes List field on Change to add the 'Include in Record Copy' attribute set to true

Sample Item #4:

A record is added to the _____ table each time a Knowledge article is viewed. The record includes fields to identify the user who viewed the article and whether the article was attached to a Task.

- A. Knowledge Use [kb_use]
- B. Knowledge Feedback [kb_feedback]
- C. Knowledge [kb_knowledge]
- D. Knowledge Search Log [ts_query_kb]

Sample Item #5:

Which one of the following is proper syntax for accessing values of variables from a Record Producer script field?

- A. `g_form.getReference('variable_name')`
- B. `g_form.getVariable('variable_name')`
- C. `producer.variable_name`
- D. `current.variable_name`

Sample Item #6:

Which field on a Configuration Item (CI) may be used to route Incidents to the appropriate group to quickly resolve Incidents related to the CI?

- A. Assignment Group
- B. Support Group
- C. Change Control
- D. Managed By