

# ServiceNow Certified Implementation Specialist – Service Mapping Exam Specification

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## Introduction

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

## Exam Purpose

The ServiceNow Certified Implementation Specialist – Service Mapping exam certifies that a successful candidate has the skills and essential knowledge to configure, administer, implement, and maintain the Service Mapping application with the ServiceNow system.

## Exam Audience

The ServiceNow Certified Implementation Specialist – Service Mapping exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Implementer or 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(s) in preparation for the Certified Implementation Specialist – Service Mapping exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

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

## Recommended Knowledge & Education

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

- [Implementer Learning Path](#)
- [ServiceNow Fundamentals](#)
- [Discovery Fundamentals](#)
- [Event Management Fundamentals](#)

## Additional Knowledge & Experience

- Six (6) months field experience and/or participation in at least two ITOM deployments predominantly Service Mapping
- General familiarity with industry terminology, acronyms, and initialisms
- Intermediate or above Windows and Unix administration skills

## 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  |
|----------|--|------------|
| <b>1</b> | <b>Service Mapping Pattern Design</b>  | <b>30%</b> |
|          | Pattern Designer (i.e. Debug, Steps, Temp variables, Command Line Console)   |            |
|          | Operations (i.e. Match, Parse variable, Parse file, Parsing strategies)  |            |
|          | Scripting (i.e. WMI, SSH, Regex, Command Line, SNMP)   |            |
|          | Application Identification and Connection Sections (Patterns, Identification and Connection Sections, Troubleshooting) |            |
| <b>2</b> | <b>Service Mapping Configuration</b>   | <b>20%</b> |
|          | Setup and Configuration (i.e. Configuration files, Tuning, Applications, IP ranges, MID Servers, Icons)                |            |

|          |  |            |
|----------|--|------------|
|          |  |            |
|          | Service Configuration (i.e. Entry points, CI Types, Credentials, Service Maps, Schedules, Service Groups, Technical Services, Service creation)  |            |
|          | Service Mapping Process Flow (i.e. Process flow, Troubleshooting, Discovery Log)   |            |
| <b>3</b> | <b>Discovery Configuration</b>   | <b>15%</b> |
|          | Discovery Setup and Config (i.e. Behaviors, Clusters, IP Services, Schedules, MID Servers)   |            |
|          | Discovery Process Flow (i.e. PCIE Phases, ECC Queue, Status, Discovered Device)  |            |
|          | Discovery Troubleshooting (i.e. Discovery Errors, Authentication Errors, Duplicates, Credentials)  |            |
| <b>4</b> | <b>Event Management</b>  | <b>10%</b> |
|          | Event Setup and Configuration (i.e. Event Processing, Event Rules, Event Mapping Rules, Event Management Dashboard)                              |            |
|          | Alerts (i.e. Task Templates, Alert Rules, CI Binding)  |            |
|          | Event Management Solution (i.e. Business Value, Definition, Positioning, Customer Conversations)   |            |
| <b>5</b> | <b>Configuration Management Database</b>   | <b>15%</b> |
|          | CI Class Management (i.e. CMDB Health Dashboard, CI Class Manager, CMDB Tables, Reclassification, CMDB Relationships)                            |            |
|          | CMDB Identification and Reconciliation (i.e. Identification Rules, Reconciliation Rules, Datasource Precedence Rules, CMDB De-duplication Tasks) |            |
| <b>6</b> | <b>Service Mapping Engagement Readiness</b>  | <b>10%</b> |

|              |  |             |
|--------------|--|-------------|
|              | Scoping (i.e. Service definition, Shared services, Licensing, Supported Applications)                                  |             |
|              | Planning (i.e. Implementation Skill Sets, MID Server Requirements, Implementation Requirements, Security Requirements) |             |
|              | Operationalizing IT (i.e. Measurable KPI improvements, Service Mapping Benefits, Service Mapping Use Cases)            |             |
| <b>Total</b> |  | <b>100%</b> |

## Exam Registration

Each candidate must register for the exam via the ServiceNow [WebAssessor](#) website using a voucher obtained by completing the 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](mailto: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 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 Questions**

Sample Question 1:

In Service Mapping, which one of the following will cause an application to be identified as a Generic application?

- A. No Pattern Identification Section matches
- B. No Connection Section matches
- C. No Identification and Connectivity Section matches
- D. No CI Identifier exists
- E. No Credentials are configured

Answer: A

Sample Question 2:

After executing Service Mapping discovery, you find that there is a credential error. Which one of the following icons displays on the service map that represents the credential error?

- A. Red stop sign
- B. Yellow triangle
- C. Generic application
- D. Question mark

Answer: B

Sample Question 3:

Which one of the following Discovery phases do authentication errors occur on?

- A. Port Scan
- B. Classification
- C. Identification
- D. Exploration

Answer: B

Sample Question 4:

In Event Management, which one of the following does an Event Rule create?

- A. Alert
- B. Event
- C. CI Remediation
- D. Event Field Mapping

Answer: A

Sample Question 5:

When a Server is reclassified from Server table [cmdb\_ci\_server] to the Windows Server table [cmdb\_ci\_win\_server], which one of the following describes the process that occurred?

- A. Class Upgrade
- B. Class Downgrade
- C. Class Switch
- D. Class Change

Answer: A

Sample Question 6:

Which one of the following ServiceNow application KPIs would improve most as a direct result of having visibility to a service map created through Service Mapping?

- A. Problem Management: Number of Incidents per Known Problem
- B. Incident Management: Mean Time to Resolve
- C. Change Management: Number of Major Changes
- D. Event Management: Signal to Noise Ratio

Answer: B