

# ServiceNow Certified Implementation Specialist – Cloud Management Exam Specification

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## Introduction

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

## Exam Purpose

The Certified Implementation Specialist – Cloud 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 Cloud Management applications within the ServiceNow platform.

## Exam Audience

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

- [Cloud Management Fundamentals](#)
- [Cloud Management Advanced](#) - \*Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Cloud 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](#)
- [Configuring Cloud Management for IP Address Management](#)
- [Certified System Administrator](#)

- ITIL v3 Foundations Certified

### Additional Recommended Experience

- General familiarity with industry terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Six (6) months field experience participating in implementing ServiceNow ITOM solutions, specifically for Cloud Management
- Participation in at least one ServiceNow ITOM deployment specifically for Cloud Management
- Intermediate or above Windows and Unix administration skills
- Intermediate or above JavaScript and regular expression scripting skills
- Introductory or above network administration knowledge
- Intermediate or above cloud administration knowledge with AWS and/or Azure clouds

## 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	Administration and Setup	25%
2	Templates	5%
3	Resource Blocks and CAPI	20%
4	Blueprints	10%
5	Cloud Providers	15%
Total		100%

## Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Cloud Management Advanced 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 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:*

How are Resource Pools populated with values?

- A. Discovery
- B. Scripts
- C. Cloud Orchestration
- D. List Collectors

Answer: A

*Sample Item #2:*

*The DevOps team has stored a CFT for a web application in your organization's GitHub repository, what is the most efficient way to retrieve and ingest this template from within Cloud Management?*

- A. Create a cloud catalog item and use the Template body option.
- B. Create a cloud catalog item and use the Upload a file option.
- C. Create a cloud catalog item and use the Import from URL option.
- D. Create a cloud catalog item and Use the SCP option.

Answer C

*Sample Item #3:*

Which of the following interfaces must be defined when authoring a resource block?

- A. A default guest interface.
- B. A host interface.
- C. An attach interface.
- D. A bind interface.
- E. An endpoint interface.

Answer A, B

*Sample Item #4:*

In a blueprint, a tag is associated with which resource block?

- A. A virtual server
- B. A logical datacenter
- C. A blueprint container
- D. All resource blocks in the blueprint
- E. None of the resource blocks

Answer: C

*Sample Item #5:*

In AWS, what resource type is used to define the network?

- A. VPC
- B. A resource group
- C. Virtual Network
- D. Network Container

Answer: A