ServiceNow
Certified Implementation Specialist – Field Service Management
Exam Specification

New York Release – Updated September 4, 2019

Introduction

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

Exam Purpose

The Certified Implementation Specialist – Field Service Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow Field Service application.

Exam Audience

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

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

- Field Service Management Fundamentals
- Mobile Development Fundamentals
- Field Service Management Implementation - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Field 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
- Customer Service Management Fundamentals

- [Customer Service Management Implementation](#)
- [Performance Analytics Essentials](#)

Additional Resources

In addition to the above, the candidate may find the following additional resources valuable in preparation for the exam.

- [ServiceNow Product Documentation for Field Service Management](#)

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least one ServiceNow Field Service Management 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	**FSM Fundamentals**	**40%**
	Field Service Management Process	
	Work Order Management	
	Scheduling and Dispatch	
	Field Agent Activities	
	Reporting & Performance Analytics	
	Data Collection Process	
	Widgets and Dashboards	

2	**Implementation Planning**	15%
	Field Service Management Solution	
	Field Service Industry Good Practices	
	FSM Implementation Good Practices	
3	**Implementing Field Service Processes**	25%
	Creating Foundation Data	
	Configuring Field Service Business Process and Assignment	
	Configuring Work Order Creation	
	Scheduling, Dispatch, and Inventory Operations	
	Configuring Time Recording	
	Configuring Field Service Mobile	
	Configuring Maps	
4	**Implementing Related Processes**	15%
	Service Portal and Service Catalog (Appointment Booking)	
	Notifications	
	Knowledge Base	
5	**Implementing Field Service Integrations**	15%
	Integrations with Applications and Data Sources	
	Process Integrations	
	Integration Best Practices	
	Total	**100%**

Exam Registration

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

What can be used to easily resolve work order scheduling conflicts?

    A. Territory Management
    B. Agent Calendar
    C. Skills Management
    D. Dynamic Scheduling

    Answer: D

Sample Item #2:

Which of these steps are part of the Field Service baseline process? Select all that apply.

    A. Create Work Order
    B. Parts Requirements
    C. Analyze Customer Needs
    D. Execute Tasks
    E. Create Customer Case

    Answer: A, B, D

Sample Item #3:

What is the status of a previously assigned task which was unassigned to make way for an input task and, then, assigned again? Select all that apply.

A. Assigned
B. Reassigned
C. Unassigned
D. Not assigned

Answers: B

Sample Item #4:

What feature helps field agents by providing relevant information for the task at hand, displays search results on forms when users enter text in a field, and attaches knowledge articles to work orders to aid field agents?

A. Contextual Search
B. Reports
C. Knowledge Base
D. Filter Navigator

Answer: A

Sample Item #5:

Which of the following are considered integrations good practices? Select all that apply.

A. Establish a "Single Source of Truth"
B. Focus on data security
C. Clean up data after it is imported
D. Use Correlation IDs to prevent duplication
E. Ignore errors until the end

Answers: A, B, D