

ServiceNow Certified System Administrator Exam Specification

Introduction

This ServiceNow Certified System Administrator Exam Specification (Blueprint) defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites necessary to become a ServiceNow Certified System Administrator.

Exam Purpose

The ServiceNow System Administrator Certification demonstrates that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system.

Successfully passing this Certification exam also establishes a set of skills necessary to continue in the ServiceNow Certification paths. It is a prerequisite for advanced courses.

Audience

The ServiceNow System Administrator Certification exam is available to ServiceNow customers, partners, sales engineers, and others interested in becoming a ServiceNow Certified System Administrator.

Experience

Successful candidates for this certification should have industry experience with database concepts and system management. Some knowledge of IT Help Desk processes and the incident, problem, and change workflows is also helpful. Ideally, approximately three to six months of experience using and/or maintaining an instance in ServiceNow is recommended.

Prerequisites

This exam does not have any specific requirements such as familiarity with programming languages such as JavaScript or C++. The ServiceNow Fundamentals class materials are the basis for this exam. Questions test information presented in the class slides and notes, activities, labs, and exercises.

Successful candidates may have system administration roles and/or belong to groups that allow administrative access to ServiceNow administrative applications and modules.

General Prerequisites Skills for Certification

A successful candidate can:

- Describe the ServiceNow user interface
- Provide a summary of the database schema
- Demonstrate uses for commonly accessed applications, advanced features, and functionality, such as scripting and application development

Exam Structure

The exam consists of 60 questions delivered in a 90-minute period. The following table shows the knowledge domains measured by this exam and the percentage of questions represented in each domain.

Learning Domain		Percent of Exam
1	User Interface and Navigation	20%
2	Users and Tasks	10%
3	Data Administration	30%
4	Service Automation	20%
5	Introduction to Scripting and Development	20%
Total		100%

Question Formats and Responses

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. A wrong answer, called a *distractor*, is an incorrect answer a candidate with incomplete skill or knowledge may choose. A distractor is a plausible option that fits into the topic area defined by a test objective, but is not the correct response.

Multiple question formats may be presented during the exam. Examples include:

Multiple Choice (single answer)

For each Multiple Choice question on the exam, there are four (4) possible responses.

An examinee reviews the response options and selects the ONE (1) response most accurately answers the question.

Multiple Select (select all that apply)

For each Multiple Select question on the exam, there are multiple possible responses. An examinee reviews the response options and selects ALL responses that accurately answer the question.

Multiple Select questions may have one (1), two (2), three (3), or four (4) correct responses. Partial credit is awarded for each correct response.

True or False

An examinee is presented with a statement and is asked to select the correct answer from the two options; the statement is either true or false.

Matching

An examinee is presented a list of items and is asked to match each item to its correlating item displayed in a separate list.

Testing Process

Each candidate must register for the exam. 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 System Administrator 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 an exact 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. Access to a web browser, a webcam, and broadband access to the Internet is required.

NOTE: A special accommodation version of the exam is available.

Contact training@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Results

After completing and submitting the exam, results are immediately calculated and displayed to the candidate. A Pass or Fail message is displayed, giving the candidate immediate feedback.

NOTE: Actual scoring information is not provided to protect the integrity of the exam.

Exam Content Description

Exam content is divided into Learning Domains that correspond to the ServiceNow Fundamentals course content. In each Learning Domain, specific learning objectives have been identified and are tested in the exam. Below is a list of each Learning Domain and its learning objectives. A sample question for each domain is also provided.

NOTE: This ServiceNow Certified System Administrator Exam Specification includes test objectives, weighting, and sample questions. The sub-skills listed to clarify the test objectives include a few examples, but should not be considered an all-inclusive listing of the examination content. The Sample Items listed as examples represent a “medium” level of difficulty.

Learning Domain 1 – User Interface and Navigation

- A. Understand the key UI components of ServiceNow
- B. Explore lists and forms, as well as their respective features
- C. Identify the importance of branding, as well as how to apply it to the platform

Sample Item

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. *Self-Service*

Learning Domain 2 – Users and Tasks

- A. Know how users are organized in ServiceNow, including how they are added to the platform and access different areas
- B. Identify practices related to task management, including features/tools available to leverage
- C. Know what notifications are and what they are used for

Sample Item

User records are found in the User [sys_user] table.

- A. True
- B. False

Learning Domain 3 – Data Administration

- A. Understand the database schema
- B. Identify how to utilize a configuration management database and why
- C. Know how to populate the database
- D. Understand basic reporting and the benefits of performance analytics
- E. Know how to protect data in ServiceNow

Sample Item

Which one of the following is a definition for transform maps in ServiceNow?

- A. A map that is used to store the history of the incident records
- B. A map used to add data to encrypted fields
- C. A map used to trigger Business Rules before the data is queued in the outbound Web Service
- D. A map to determine relationships between fields displaying in an Import Set to fields in an existing table

Learning Domain 4 – Service Automation

- A. Know about the Knowledge Base and its content creation process
- B. Explore the Service Catalog and its components
- C. Understand what Workflows are and why they are used
- D. Identify how Service Level Agreements are used

Sample Item

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

- A. Order Guides
- B. Request Types
- C. *Variable Types*
- D. Related Lists

Learning Domain 5 – Introduction to Scripting and Development

- A. Identify various script types available in the platform and what they enable
- B. Understand what features are available for instance maintenance
- C. Know about instance upgrades, performance, and cloning
- D. Know about application development and general guidelines

Sample Item

Only production instances of ServiceNow can be cloned.

- A. True
- B. *False*