

Delta Exam Specification for ServiceNow Mainline Certifications

Madrid Release – Updated March April 8th, 2019

Introduction

The ServiceNow Delta Exam Specification defines the purpose, audience, testing options, exam content sources, test framework, and prerequisites to maintain a ServiceNow Certification credential via a delta exam. Delta exams will be offered each release for all main certifications, including:

- Certified System Administrator exam
- Certified Application Developer exam
- Certified Implementation Specialist exams

Exam Purpose

As of the London release, all participants can verify their own certification status via their profile page on the ServiceNow [Webassessor](#) website. Note that it may take up to 24 hours for a status to update after successfully passing an exam.

In addition, ServiceNow has added a public [Certification Verification Portal](#) for participants who have opted in to the verification program. Please see the [ServiceNow Certification Program FAQ](#) for more information.

Exam Purpose and Audience

The ServiceNow Delta exam certifies that a participant has successfully understood the new features offered in the latest ServiceNow Release, and how these interact with existing functionality.

The ServiceNow Delta exams are only available to currently certified individuals at the time of the release and must be passed within 90 days of the release of the exam. **For the Madrid release, the Delta Exams will only be available from March 21, 2019 until June 19, 2019.**

Each delta exam is a non-proctored, timed test consisting of 10 items or less. Each delta exam is designed to test on the specific topic area of the certification in three main areas:

- New features and functionality
- Updated or changed features and functionality
- Deprecated features

Exam Preparation

Prerequisite ServiceNow Training Path

[ServiceNow Platform Subscription Model](#) self-paced training course

Delta Exam Source Materials

Delta exam questions are based on the [Madrid Release Notes](#) and product documentation that describe the updates to products and features for this release. Review the specific documentation pages for each feature.

Additional Recommended Preparation Materials

In addition to the above, the following materials are recommended ways of gaining familiarity with the changes for this release:

- The [Documentation product area](#) for each application
- Community posts, such as [this one](#), can be helpful as different ServiceNow users may have a different and valid viewpoint on the notable features of the release and may discuss changes to existing functionality such as [this one](#).

Testing Process

All candidates must register for the exam via the ServiceNow [Webassessor](#) website. The exam can be completed online without a web camera or visiting a testing center.

The exam catalog list in Webassessor displays the delta exams eligible for the participant based on their certification status at the time of the release. If a delta exam is not available, then the candidate did not have a current certification at the time of the release and must take the full exam to (re)enter the program.

Question Formats and Responses

Multiple Choice (single answer): For each multiple-choice question on the exam, there are 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 candidate taking the exam reviews the response options and selects all responses that accurately answer the question. The question will state how many responses should be selected.

Exam Results and Retakes

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate. Further detailed results are not provided to the candidate.

If a candidate fails to pass a delta exam, they may register to take the exam again for free. After that, up to two further retakes can be purchased at a cost of \$25.

Still have questions? Check out the [ServiceNow Certification Platform FAQ](#) or email certification@servicenow.com.