ServiceNow Certification Program FAQ

Updated May 6, 2019

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Overview

The quality of our implementation teams is critical to customer success. To ensure that our certified professionals are up to date on the best that ServiceNow has to offer, we require that those experts attend training and achieve the appropriate certifications.

This document covers some frequently asked questions regarding our certification program. If you have additional questions or would like additional information, please visit the ServiceNow Training & Certification website or contact certification@servicenow.com.

What are the major changes to the certification program in the past year?

Here are some major changes that occurred during the summer and fall of 2018:

- As of July 1st, 2018, certification exams cannot be purchased directly. Attending training is now required and the course preceding the exam in the learning path will provide the student with a free voucher for the exam.
- As of September 5th, 2018, certifications will expire if participants fail to pass the lightweight delta exam for each semi-annual release within 90 days.
- The London release in September also added micro-certifications and suite certifications into the program. See those sections below for more details.

Please see below for additional details on the above changes.

Registering for Certifications

Where do I register for an exam?

In order to register for an exam, you will need to create a profile on the ServiceNow Webassessor site, located here: https://www.webassessor.com/wa.do?page=publicHome&branding=SERVICE_NOW.

Webassessor is our certification management tool that will help you register for exam, track certification statuses, and take non-proctored exams online. We recommend creating a profile based on a personal email address that will not change as you continue through your career.

Is training required in order to attempt a certification?

As of July 1st, 2018, it is no longer possible to register for a first attempt at certification without first completing the required training path. In the instances where there are multiple courses in the training path, all of the material from the path is considered to be a source for the exam. At the end of the of the path, the student will receive a voucher (at no additional cost) as part of the materials for the course immediately before the exam.

Is it possible to pay directly for an exam instead of acquiring a voucher through a training class?

No. As mentioned above, starting July 1st, 2018, training is now required as part of the certification exercise, so it is no longer possible to directly pay for an initial attempt at a certification exam. Instead, you must register on the Webassessor site using a voucher obtained from the course immediately before the exam on the learning path.

What certifications are available and which class provides the voucher for a given certification?

Please see the accompanying diagrams to learn which training classes provide vouchers for mainline and micro-certifications.

Mainline-Certification Vouchers

as of 5/6/19, subject to change

🏅 Certification voucher included   🖥 Self-paced training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES		MAINLINE-CERTIFICATIONS
IT	ITSM Fundamentals 🖥	Implementation 🏅	CIS – IT Service Management
	Service Mapping Fundamentals 🖥	Service Mapping Implementation 🏅	CIS – Service Mapping
	Discovery Fundamentals 🖥🏅		CIS – Discovery
	Event Mgmt. Fundamentals 🖥🏅		CIS – Event Management
	Cloud Management Fundamentals	Advanced Cloud Management 🏅	CIS – Cloud Management
	Financial Mgmt. Impl.		CIS – Financial Management
	Project Port. Mgmt. Fundamentals	Project Port. Mgmt. Impl. 🖥🏅	CIS – Project Portfolio Mgmt.
	App. Port. Mgmt. Fundamentals 🖥	App. Port. Mgmt. Fund. & Impl. 🏅	CIS – App. Portfolio Mgmt.
	Software Asset Mgmt. 🏅		CIS – Software Asset Mgmt.
SECURITY	Security Ops. Fundamentals	Vulnerability Resp. Implementation 🏅	CIS – Vulnerability Response
		Vendor Risk Mgmt. Implementation 🏅	CIS – Vendor Risk
	Security Ops. Fundamentals	Sec. Incident Resp. 🏅	CIS – Security Incident
	GRC Fund. — Audit Mgmt.	Risk and Compliance 🏅	CIS – Risk and Compliance
CS	Customer Service Mgmt.	Cust. Ser. Mgmt. Implementation 🏅	CIS – Customer Service Mgmt.
	Field Service Mgmt. Fundamentals	Field Service Mgmt. 🏅	CIS – Field Service
HR	HR Fundamentals	Human Resources Implementation 🏅	CIS – Human Resources
PLATFORM APPLICATION DEVELOPMENT	ServiceNow Fundamentals 🖥🏅		Certified System Administrator
	Appl. Development Fundamentals 🏅		Certified Application Developer
	Performance Analytics Fund. 🖥	Adv. Performance Analytics 🏅	CAS – Performance Analytics

ServiceNow Fundamentals & Platform Implementation Course Prerequisites

Micro-Certification Vouchers

as of 5/6/19, subject to change

🎖 Certification voucher included   🖥 Self-paced training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES		MICRO-CERTIFICATIONS
IT	Asset Models Management 🖥🎖		MC – Asset Models
	App. Portfolio Mgmt. Fund. 🖥🎖		MC – Application Portfolio Mgmt
CS	ServiceNow Fund. 🖥	Cust. Service Mgmt. Fund.	CSM with Service Mgmt. Impl. 🎖 → MC – CSM w/Ser. Mgmt. for Imp.
HR	Enterprise Onboarding and 🖥🎖		MC – Ent. Onboarding & Trans.
	HR Integrations 🖥🎖		MC – HR Integrations
PLATFORM APPLICATION DEVELOPMENT	Agent Intelligence 🖥🎖		MC – Agent Intelligence
	Virtual Agent 🖥🎖		MC – Virtual Agent
	Performance Analytics 🎖 / Perf. Analytics Essentials 🖥🎖 — **OR**		MC – Performance Analytics
	Service Portal Fundamentals 🎖		MC – Service Portal
	Agile and Test Management 🖥🎖		MC – Agile and Test
	ServiceNow Plat. Subscription 🖥🎖		MC – SN Platform Sub. Model
	Automated Test Framework 🖥🎖		MC – Auto. Test Framework
	Flow Designer Fundamentals 🖥🎖		MC – Flow Designer
	IntegrationHub Fundamentals 🖥🎖		MC – IntegrationHub

servicenow.

If I took a class from a third-party (and not an official ServiceNow course) or through a ServiceNow self-paced eLearning offering, will I still get a voucher?

Certification vouchers are bundled with the official ServiceNow training materials. Authorized Training Partners that use these materials will include a voucher as part of their courses. Where ServiceNow offers an equivalent eLearning offering, a voucher will be issued to the student.

When does a voucher obtained from training expire?

Vouchers are generally good for about one year, although we very much recommend that you attempt the certification exam sooner, while the material is fresh in your memory.

What if I need to reschedule my exam?

- **No Shows and Cancellations:** A candidate may reschedule their exam if it is more than 72 hours in advance. If it is less than 72 hours prior to the scheduled start time, the candidate must either take the exam, or forfeit their registration fee. A seating fee and a client fee (if applicable) will be assessed as per contractual agreement.

- **Rescheduling Options for Exams.** Because exams are administered over several days, candidates will continue to have the option to reschedule their test appointment without penalty within the same testing window provided the request is made 72 hours prior to their scheduled appointment, and there is a seat available in which to take the exam. Candidates can reschedule an exam through Webassessor by selecting the 'details' of an upcoming exam and then selecting the 'reschedule' option.

- **Emergency Situations.** Unforeseen emergencies (death in the family, family or health emergency) may occur that directly influence a candidate's ability to take an exam on the appointment day. We will consider these situations on a case-by-case basis. Please contact certification@servicenow.com and provide complete information about the emergency, contact information, which exam was scheduled and the appointment time, and when you can reschedule.

What happens if I miss my exam completely? How can I obtain a new voucher code?

Please contact certification@servicenow.com stating that you have missed your exam and are in need of a new voucher code. To ensure that your request is processed as quickly as possible, please write in the subject line "Missed Exam – Need a New Voucher". You will be sent instructions on how you can purchase a replacement voucher code.

If I took a class that later adds a certification, do I have to re-take the class?

As new certifications are added to learning paths, classes that previously did not provide vouchers will start to include them. When this happens, ServiceNow will offer limited-time vouchers for students who have previously taken the course going back only as far back as makes sense for students being prepared to take the exam (usually about one year). These vouchers will be emailed to the email address on file for the student.

To pass a specific certification, am I required to have knowledge across that entire learning path?

Yes. The certification exam will cover all topics and functionality instrumental to that certification. All formal certifications have an exam blueprint that describes the exam and its coverage in further detail. Candidates are highly encouraged to study these blueprints as they prepare for attempting certifications.

Mainline Exams and Delta Exams

Do certifications expire? What are delta exams?

Yes. Since ServiceNow is an ever-evolving cloud-based product, certified individuals will be required to make sure they stay current with the latest and greatest features and functionality in a timely manner. Starting with the London release, each certification will require a short (10 questions or less), non-proctored delta exam. The delta exams will be released no more than 15 days after the general availability date for the product release. Participants in the program will then have 90 days from the release of the delta exam to successfully pass it in order to keep their credential current and active. If you fail to pass this delta exam in 90 days, your certification will expire.

How often will ServiceNow update each certification?

Each certification exam will be updated for each product release. Those who were already certified will only need to take the delta exam to maintain their certification.

When are the new mainline versions and delta exams released? What is the exam blackout period?

The new versions of the exams as well as the delta exams will be ready after 15 days of the general availability date for the product release. The version of the exam offered will always match the current product release. Note that if you take a course on one release but wait to take the exam on the next release, you will need to review the product release notes to make sure you are prepared for any new content that might be on the exam.

The exam blackout period is from the launch date of the product release to 15 days after the product release. During this time, our team is hard at work making the transition from the old versions of the exams to the updated versions and new delta exams. It is usually possible to register for a mainline exam during this time (with the exception of the Madrid release), but the exam cannot be taken until after the blackout period. See the diagram below for details.

Exam Availability Timeline

| GA | GA+15 | GA+105 | Next GA |

Main Exams on Previous Release

Exam Blackout Period

Main Exams Available
(for new candidates)

Delta Exams Available
(for existing credentials, now At Risk)

At Risk certifications expire

How do I know if I need to take a delta exam?

The easiest way to check is to look at your profile on the ServiceNow Webassessor site under the My Certifications tab. There are status fields there for each of the certification exams with one of the following values:

- **Current**: Your certification status is up-to-date with the current release.

- **At Risk**: You are currently certified, but still need to pass the delta exam for this release or your certification will expire.

- **Expired**: Your certification is no longer valid. You must re-take the full exam to regain your certification. You are not eligible to take the delta exam.

- **Never Attained**: You have never passed the delta exam for this certification.

- Note that you do not need to take the delta exam for the same release during which you passed your main exam. (For example: if you passed your main exam after the Madrid release, then you do not need to take the Madrid delta exam as you are already current.)

How do I take a delta exam?

If you are already certified, you will be able register for the delta exams 15 days after the general availability date for the product release via the ServiceNow Webassessor site. Since the delta exams are not proctored, you can choose to take the exam whenever and wherever is convenient for you. All of the questions are sourced from the release notes. Once the exam starts, you will have 30 minutes to complete it. Delta exams will only be available for 90 days once they are released. If not passed in that timeframe then the certification will expire.

What if I fail my initial attempt at a mainline exam?

Don't get discouraged! Sometimes it takes a couple of attempts. If you do not pass your first attempt, you can directly pay $75 USD for a retake attempt through the Webassessor site for up to three more attempts. If you fail your fourth attempt, you will need to revisit the training course to help you prepare and receive another voucher. There will be a 3-day waiting period after the first attempt and a 14-day waiting period after the second and third attempts to ensure you have the proper time to prepare.

What if I fail and need to retake a delta exam?

The first retake of a delta exam is free. Up to two additional retakes can be purchased for $25 each. Failing a delta exam four times will cause the certification to expire.

I have failed an exam. Can I get more details about what I missed?

No. The only feedback that ServiceNow provides on our certification exams is either pass or fail status. ServiceNow does not supply specific feedback based on individual questions or topic areas.

Will ServiceNow remind me when my certification is about to expire?

Of course. ServiceNow wants you to remain certified. Notifications will be sent to those currently certified when the delta exams are released. Reminders will be sent to those who have yet to pass their delta exams in intervals leading up to the 90-day deadline. All of these notifications will be sent using the email addresses currently on file via Webassessor, so please make sure you update your test taker profile if your email has changed.

What happens when my certification expires?

Once your certification expires, you will need to retake the full, proctored exam for the certification. You can register for the exam for a $150 fee via the Webassessor site. You will not be able to re-acquire your certification by just taking the delta exam. Don't let your certifications expire!

Do the delta exams have a cost?

This is not a cost per exam, but ServiceNow will be implementing an annual certification maintenance fee starting in July of 2019 with the New York release. The first year in the program is considered to be bundled with the voucher of the initial exam and will additionally cover the first two delta exams. When registering for your third delta exam for a particular certification, you will be asked to pay the $100 annual maintenance fee when upon checkout. (Note: pricing still under final review and subject to change.)

Micro-Certifications

What are Micro-Certifications and how can I register for them?

These are smaller certifications than mainline certifications that are targeted for specialty products or topics. Micro-certifications are targeted at specialty products or topics within ServiceNow and do not cover a subject area as broad as mainline certifications. Unlike mainline certification exams, these are non-proctored exams that do not require visiting a testing center.

Like the mainline certifications, there is always paired training content that must be completed before attempting a micro-certification exam. Often, but not always, these are available as shorter, self-paced modules. There are some micro-certifications that are paired with only instructor-led content. Be sure to consult the diagram found earlier in this document to find out which training courses are paired with which micro-certifications.

What if I fail and need to retake a micro-certification exam?

You are allowed up to three retakes for a micro-certification that can be purchased for $25 each. Failing a micro-certification exam four times will require you to re-complete the required paired training content.

Suite Certifications (for Professional/Enterprise Product Bundles)

What are Suite Certifications and how can I register for them?

These are aggregated certifications that align to product packages and are automatically granted when the required certification set is completed. For example, the ITSM Professional Certification has four requirements:

- CIS ITSM mainline certification
- Agent Intelligence micro-certification
- Virtual Agent micro-certification
- Performance Analytics micro-certification

Once you have passed all of the required exams, you will automatically have attained the ITSM Professional Certification and should receive a certificate within 24 hours. Make sure that you keep current with any delta exams required for mainline certifications in order to keep your suite certification. Micro-certifications do not expire.

What suite certifications are available and what are their requirements?

The following suite certifications are available.

- ITSM Professional Suite Certification requires:
    - CIS ITSM mainline certification
    - Agent Intelligence micro-certification
    - Virtual Agent micro-certification
    - Performance Analytics micro-certification
- CSM Professional Suite Certification requires:
    - CIS CSM mainline certification
    - Agent Intelligence micro-certification
    - Virtual Agent micro-certification
    - Performance Analytics micro-certification
- HR Professional Suite Certification requires:
    - CIS HR mainline certification
    - Agent Intelligence micro-certification
    - Virtual Agent micro-certification
- HR Enterprise Suite Certification requires:
    - CIS HR mainline certification
    - Agent Intelligence micro-certification
    - Virtual Agent micro-certification
    - Enterprise Onboarding & Transitions micro-certification

What if new requirements are added to the suite certification?

If, during a future release, we add requirements to a suite certification, we will allow a grace period of 90 days in order for you to meet these requirements. If you have not met the requirements at that time, your suite certification will expire. You can regain your suite certification by meeting all of the new requirements.

Webassessor Account Management

Are my login and my email address the same thing? How can I change them?

Although often set to the same values, there are separate fields for your Login ID and your Email Address in Webassessor. When we need to contact you, we'll be sending important information to the email listed in your email address field, so do your best to keep it up to date. We recommend that you associate these fields with personal email accounts rather than your work email accounts so that you can continue to access Webassessor after you change jobs.

You may update your email address at any time via your Webassessor profile, but you can only change your Login ID, First Name, or Last Name by contacting us at certification@servicenow.com. Please do *not* create a new account.

How can I get a copy of a receipt for my expenses?

After you log in to Webassessor, you will find a Generate Receipts button just above and to the right of the area that shows your scheduled exams. This is below all of the important notices listed at the top.

For more information:
The ServiceNow Training and Certification website
The ServiceNow Training and Certification Guide PDF

IMPORTANT NOTICE!
If you have registered for an Online Proctored exam and configured your system to test before September 30, 2014, you must install the new level of Sentinel and redo your Biometric profile. If you have configured your system after September 30th, the upgrade will automatically be in effect.

ServiceNow is pleased to offer you two options for taking your certification exam:

- Onsite (at a Kryterion Testing Center)
- Online (at your home or work, proctored via Webcam by Kryterion)

Please select "REGISTER FOR AN EXAM" in the upper right corner to select your exam and desired delivery option.
Directions for Online Proctored Test Takers

If you register for an Online Proctored exam, you will need Internet access and an external web camera. The camera should have a long cord (3-4 feet or 9-120 cm) that can be placed to one side. If your camera does not have a stand, you will need to place the camera in an elevated position (1 foot or 30 cm). You can buy a web camera with a stand here: webcam specifications.

Please access the Test Taker Guide to download instructions on how to prepare for your Online Proctored exam. You must download and install the required software and create a Biometric Profile at least 48 hours in advance of your scheduled appointment time.
After you have reviewed the Test Taker Guide instructions, access this link to check your computer's readiness for the online proctored exam:
http://www.kryteriononline.com/support/

You last logged in 01 April 2019 at 10:57AM MST.

Generate Receipts

SCHEDULED EXAMS

Exam	Date Scheduled	Date Registered	Launch	Details

I forgot my Webassessor password and tried to reset it, but I never received the password reset email. What should I do?

The first thing to check is to see if it ended up in your junk or spam folder by accident. Make sure that you haven't accidently blocked emails from Kryterion. If you are using a corporate email account, you may want to make sure that your email administrator adds certification@servicenow.com to their whitelisted email addresses.

If you are still having troubles, contact us at certification@servicenow.com and we can reset it for you as well.

I need a copy of my certificate for a particular certification. How can I get one?

Again, start by checking your junk or spam folder to make sure it did not end up there. There is no way for our participants to re-send these. If you never received the original or you need an additional copy, contact us at certification@servicenow.com and we can re-issue you the test completion email with the certificate attached.

My account is locked after I attempted too many incorrect passwords. How can I get it unlocked?

If Kryterion locks your account, it will automatically remain locked for 30 minutes. We are unable to override this time limit. In the meantime, reset your password.

I am not seeing the certification statuses or transcripts that I expected. What should I do?

The most common reason for this is that you have actually created multiple Webassessor accounts with different Login IDs and Email Addresses and have taken different exams with each account. The fastest way to get this resolved is to email us at certification@servicenow.com and let us know which accounts you have and which one you'd like to keep moving forward. From there we can merge the accounts together for you.

Testing Centers & Online Proctoring

There are no testing centers near me. What do I do?

Kryterion, our vendor for certification exam delivery, does offer online proctoring (OLP). There are separate registration listings for the OLP versions of the exams within Webassessor.

Here is a link to information on Online Proctoring: https://www.kryteriononline.com/test-taker/online-proctoring-support

Can I take an online-proctored exam with my internal webcam?

No. For the security of the exam, the proctor is required to see the entire testing environment. In doing so, an external webcam with additional requirements is necessary. Please use the link above for more information.

I had a problem during an online-proctored exam. Who do I contact?

Technical issues with online proctoring need to be directed to Kryterion's Online Proctor Support team directly (see link above), as we are not able to assist you with this issue.

How do I ensure for any special accommodations when taking an exam?

Special accommodation requests will need to be approved by the ServiceNow Certification Team and provided by the Kryterion Testing Network. Please allow up to 30 days for these requests. Send an email to certification@servicenow.com and include:

- Your full name
- Your phone number
- The name of the exam you wish you take
- (3) preferred day's and times you would wish to take the exam (at least 30 days in the future)
- The name of the Kryterion Testing Center where you would prefer to take the exam
- The types of accommodations you require as well as any supporting documentation

Certification Verification Portal

What is the Certification Verification Portal?

The Certification Verification Portal is a public page that allows anyone to type in the full name or email address of a certified individual and view their current certifications. It is located here: ServiceNow Partner Portal Sign In

What information is shared via the Certification Verification Portal?

As a certified individual, if you opt in to the program then when someone searches for you via your full name or email address, they will be returned your city, state/province, and country in order to verify your identity and then presented with your current certifications. No other data is available.

How do I opt in or opt out of the Certification Verification Portal?

ServiceNow Training & Certification will occasionally send emails asking those who have not opted in or out to provide a response by clicking a button in the email. Participants can update their response at any time by logging into the ServiceNow Webassessor site and editing their user profile there, as seen in the diagram.

Client Specific Fields:

Company Name: ServiceNow

Do you work for ServiceNow? If Yes, use your business email address in the Email Address field and enter ServiceNow in the Company Name field: Yes

Specify your ServiceNow Department: Professional Services

Certification Verification Portal Opt-In: I agree to add my name and certification statuses to the public certification verification portal. Yes *

If a partner, this can also be done via the Partner Portal profile page.

Partner Certifications & the Partner Program

Where can I find more information about the way points are allocated based on certifications?

This information is maintained by the Alliances & Channels team and available [here](#).

What is the timeline for releasing future certification offerings?

This is published on the Partner Portal Deliver Learning Path page as part of the Program link under Certifications.

What is the status of the old technical accreditation program?

As of July 1st, 2018, all of the old technical delivery accreditations are expired and will no longer count towards the existing ServiceNow Partner Program. Anyone who missed the transition opportunities can re-acquire their credentials taking the current certification exams.

What is the status of older certifications?

In preparing to transition to our product-specific CIS exams as well as our Delta Program, ServiceNow expired some of our older certifications in an effort to move our participants to more specific certifications and current releases. The following certifications have been expired:

- All certifications with exam dates prior to 2017.
- All of the previous general (not product-specific) "Certified Implementation Specialist" certifications that may have been completed up until September 2017.
- Note that those with this CIS certification were granted a *temporary* status of the CIS-ITSM certification to provide a transitional time until this population could take the newly created CIS-ITSM until January 1st, 2018.