

ServiceNow Micro-Certification – Service Portal Exam Specification

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Introduction

The ServiceNow Service Portal Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become ServiceNow Service Portal certified.

Exam Purpose

The Service Portal Micro-Certification certifies that a successful candidate has the skills and essential knowledge to configure, customize, and extend components to create a Service Portal.

Exam Audience

The ServiceNow Service Portal Micro-Certification exam is available to ServiceNow customers, partners, and employee

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 Service Portal Micro-Certification exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [Service Portal Fundamentals](#) - *Upon completion, the candidate will be issued a voucher code to register for the Service Portal Micro-Certification exam.

Recommended Knowledge & Education

ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- [ServiceNow Fundamentals](#)

Additional Resources

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

- [Product Documentation – Service Portal](#)

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

The following table shows the topics on the exam and their weightings.

Exam Topics	Percent of Exam
Service Portal Overview	10%
Creating a Service Portal	20%
Themes, Headers and Menus	15%
Pages and Widgets	25%
Search Sources	15%
Service Portal Functionalities	15%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Service Portal Fundamentals training prerequisite. The exam is available directly through the Webassessor site as a non-proctored, 60-minute exam.

Exam Structure

The exam consists of {15-25} 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 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 \$25.

Sample Question(s)

Sample Item #1:

Which of the following are baseline Portal Pages? Select three correct answers.

- A. Knowledge
- B. Change Management
- C. Service Catalog
- D. System Status

Answers: A, C, D

Sample Item #2:

Which of the following is NOT specified on a Portal record?

- A. Theme
- B. URL Suffix
- C. Homepage
- D. Header

Answer: D

Sample Item #3:

The individual use of a Widget on a page is referred to as a what?

- A. WidgetInstance
- B. Widget Option
- C. Widget Clone
- D. WidgetCopy

Answer: A

Sample Item #4:

What is the first element you add to a Page?

- A. Row
- B. Widget
- C. Container
- D. Column

Answer: C