

ServiceNow Certification Program FAQ

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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 two years?

- 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.
- With NY release on September 4th, we are excited to launch two new integrated experiences to give users a way to build and show their ServiceNow expertise.
 1. First, **Now Learning** is ServiceNow's new learning and recognition portal that will give participants access to the full range of training content, certification and badges, and hands-on practice we offer.
 2. Second, **Now Creators** provides guidance on what a person should do to continuously upgrade their knowledge and skills, bringing together the types of engagement you see on Now Community, Now Learning, and the Customer Success Center. Now Creators enables a ServiceNow Profile that lets a person share their unique skill set and ServiceNow Journey with others.

Please see below for additional details on the above changes.

What is Now Learning:

Now Learning is our new learning and recognition portal. Participants can access, track, and be recognized for completion of self-paced and in-person ServiceNow training, earn certifications and badges, and use our award-winning Simulators to get some hands-on practice with ServiceNow. Training courses are role based and presented in a specific sequence, so participants have a predefined path and guided experience to deepen their expertise. You can access Now Learning here: <http://nowlearning.servicenow.com/>

Now Learning allows participants to:

- Gain Skills through our online training courses, live and virtual led training courses, and hands-on labs
- Get Certified through role-based, predetermines training paths tailored for beginners to masters of the platform.
- Be Recognized by earning training badges and developing a Now Creators profile

Registering for Certifications

Where do I register for a Mainline exam?

In order to register for a Mainline 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.

Where do I register for a Micro exam?

In order to register for a Micro exam, you will need to create a profile on the ServiceNow Now Learning site, located here: <https://nowlearning.service-now.com>. See above for additional information on Now Learning.

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 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.

When are Mainline Certification voucher codes distributed?

Voucher codes for Mainline Certifications are distributed every Monday and Thursday following the completion of the prerequisite training path and can take up to 7 business days to be received.

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 Mainline exam?

It is the candidates responsibly to reschedule a certification if deemed necessary. The situations below state our policy for rescheduling an 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.

What happens if I accidentally sign up for an online proctored Mainline exam instead of an online proctored Mainline exam? Can I cancel my exam and use my voucher code again?

To change the delivery mode of a scheduled exam, the candidate needs to cancel the scheduled online (or onsite) proctored exam and use the original issued voucher code to register for the same exam delivered as onsite (or online) proctored. Remember, depending on when you scheduled your exam, there could be a Transaction Fee as agreed by contract as stated above.

How do I know which release my exam will be based on?

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.

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.

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.





























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

Please see the accompanying diagrams on page 6 and page 7 to learn which training classes provide vouchers for Mainline and Micro Certifications. Remember, the full learning path is a requirement and once the student completes the full learning path, they will be eligible for the associated Certification.

Mainline Certification Learning Path

as of 9/4/19, subject to change





























 Certification voucher included  eLearning training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES		CERTIFICATIONS
IT	ITSM Fundamentals	ITSM Implementation 	CIS – IT Service Management
	Service Mapping Fundamentals	Service Mapping Implementation 	CIS – Service Mapping
	Discovery Fundamentals 		CIS – Discovery
	Event Management Fundamentals 		CIS – Event Management
	Cloud Management Fundamentals	Cloud Management Advanced 	CIS – Cloud Management
	Project Portfolio Management Fundamentals	Project Portfolio Management Implementation  	CIS – Project Portfolio Management
	Application Portfolio Management Fundamentals 	Application Portfolio Management Implementation  	CIS – Application Portfolio Management
	Software Asset Management Fundamentals 		CIS – Software Asset Management
SECURITY	Security Operations Fundamentals	Vulnerability Response Implementation 	CIS – Vulnerability Response
	Vendor Risk Management Fundamentals 	Vendor Risk Management Implementation 	CIS – Vendor Risk Management
	Security Operations Fundamentals	Security Incident Response Implementation 	CIS – Security Incident Response
	GRC Fundamentals	Risk and Compliance Implementation 	CIS – Risk and Compliance
CS	Customer Service Management Fundamentals	Customer Service Management Implementation 	CIS – Customer Service Management
	Field Service Management Fundamentals 	Mobile Development Fundamentals 	Field Service Management Implementation 
HR	HR Fundamentals	HR Implementation 	CIS – Human Resources
PLATFORM APPLICATION DEVELOPMENT	ServiceNow Fundamentals 		Certified System Administrator
	Scripting in ServiceNow Fundamentals	Automated Test Framework 	Application Development Fundamentals 
	ServiceNow Fundamentals	Performance Analytics Essentials 	Performance Analytics Fundamentals 
		PA Widgets 	Performance Analytics Advanced 
			CAS – Performance Analytics

Micro Certification Learning Path

as of 9/4/19, subject to change

 Certification voucher included  eLearning training available

PRODUCT LINE	ASSOCIATED TRAINING COURSES	CERTIFICATIONS
IT	Asset Models Management  	MC – Asset Models Management
	Application Portfolio Management Fundamentals  	MC – Application Portfolio Management
CS	ServiceNow Fundamentals	
	Customer Service Management Fundamentals	
	CSM with Service Management for Implementers  	MC – CSM with Service Management for Implementers
HR	Lifecycle Events  	MC – Enterprise Onboarding & Transitions
	HR Integrations  	MC – HR Integrations
PLATFORM APPLICATION DEVELOPMENT	Predictive Intelligence  	MC – Predictive Intelligence
	Virtual Agent  	MC – Virtual Agent
	Performance Analytics Fundamentals 	
	Performance Analytics Essentials   OR	MC – Performance Analytics
	Service Portal Fundamentals 	MC – Service Portal
	Agile Development 2.0 and Test Management 2.0  	MC – Agile and Test Management
	ServiceNow Platform Subscription Model  	MC – ServiceNow Platform Subscription Model
	Automated Test Framework Fundamentals  	MC – Automated Test Framework
	Flow Designer Fundamentals  	MC – Flow Designer
	IntegrationHub Fundamentals  	MC – IntegrationHub Fundamentals

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. Delta exams can be taken in the Now Learning portal here: <http://nowlearning.servicenow.com/>

How often will ServiceNow update each certification?

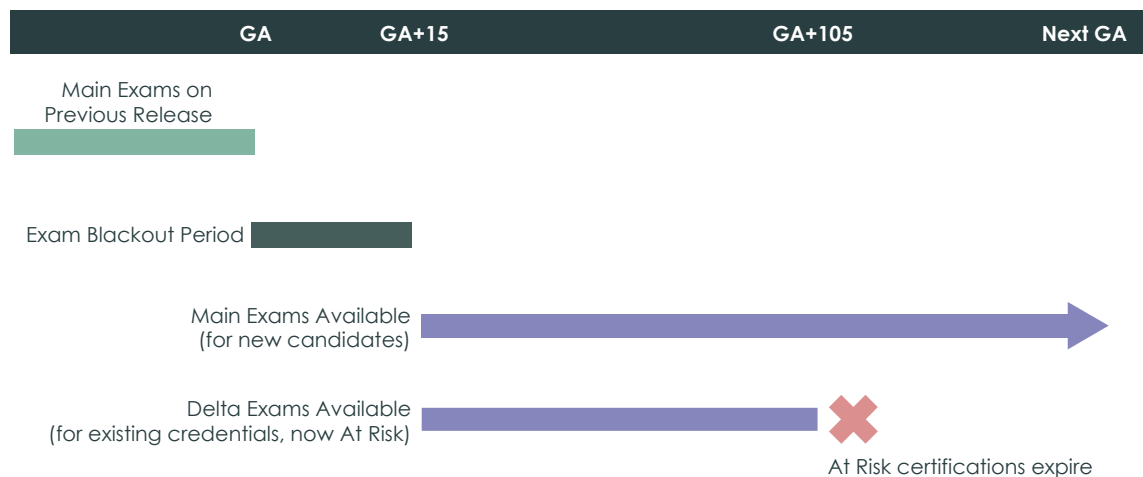
Each certification exam will be updated for each product release. Those who were already certified will only need to take the Delta exam to maintain their certification.

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 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 not possible to register for a Mainline exam during the blackout period. See the diagram below for details.

Exam Availability Timeline



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. There will be a 3-day waiting period after the third attempt to ensure you have the proper time to prepare.

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!

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, eLearning 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.

Register and complete Micro Certifications in Now Learning here: <https://nowlearning.service-now.com>.

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
- Predictive 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
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Performance Analytics Micro Certification
- CSM Professional Suite Certification requires:
 - CIS CSM Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Performance Analytics Micro Certification
- HR Professional Suite Certification requires:
 - CIS HR Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
- HR Enterprise Suite Certification requires:
 - CIS HR Mainline Certification
 - Predictive Intelligence Micro Certification
 - Virtual Agent Micro Certification
 - Lifecycle Events 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/>

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SCHEDULED EXAMS

Exam	Date Scheduled	Date Registered	Launch	Details
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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 accidentally 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 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. Kryterion support can help you in real time through the below channels.

- Live Chat: <https://www.kryteriononline.com/test-taker/online-proctoring-support>
- Phone: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)
- Email: support@kryteriononline.com

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: <https://partnerportal.service-now.com/SearchCertificate.do>

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:

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:

Specify your ServiceNow Department:

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

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

Partner Certifications & the Partner Program

I have a question about Mapping Certifications in the Partner Portal:

Any issues related to the Partner Portal, Partner Points, or Partner Portal mapping need to be submitted to the Partner Portal team: <https://partnerportal.service-now.com/portalapp/newincident.do> or email: partnerprograms@servicenow.com

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: https://partnerportal.service-now.com/sys_attachment.do?sys_id=a6ddd42ddb947f04c4270b55ca9619c5

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. This offer is no longer valid.