ServiceNow

Certified Implementation Specialist
- Financial Management (FM)
Exam Specification

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Introduction

The ServiceNow Certified Implementation Specialist - Financial Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a certified ServiceNow Financial Management Specialist.

Exam Purpose

The ServiceNow Certified Implementation Specialist - Financial Management exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of a ServiceNow system.

Exam Audience

The ServiceNow Certified Implementation Specialist - Financial Specialist exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Financial Management Specialist.

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 Certified Implementation Specialist - Financial Specialist exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- Financial Management eLearning Series - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist - Financial Specialist exam.

Recommended Knowledge & Education

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

- ITIL v3 Foundations Certified
- ServiceNow Fundamentals

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least three ServiceNow Financial Modeling and Financial Charging deployment projects
- General familiarity with industry terminology, acronyms, and initialisms

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	**Financial Management Fundamentals**	**5%**
	Objectives and Benefits	
	Architecture and Components	
	Deployments and Plugins	
	Roles and Personas	
2	**Data Sources and Cost Models**	**20%**
	Data Preparation	
	Model Data Source	
	Cost Model Definition	
	Segments and Hierarchy	
3	**Financial Modeling Workbench**	**20%**
	Workbench Stages	
	Cleansing input, output, and capabilities	
	Bucket creation	

	Bucket input, output, and capabilities	
	Allocation Setup	
	Segment Allocation and Rollup Rules	
	Account Allocation and Rollup Rules	
	Review	
4	**Advanced Allocation Setup**	**15%**
	Rollup Architecture / Rollup Architecture Advanced	
	Weighted Metrics	
	Unit Costs	
5	**Data Structures and Reports**	**15%**
	Dashboards and Reports	
	Cost line generation properties	
	Financial Modeling Tables	
	Breakdowns and Segments configuration	
	Performance Analytics tables and dashboards	
6	**Financial Charging**	**25%**
	Showback Statement Components	
	Statement Item Pricing	
	Dispute Process	
	Statement Generation Process	
	Showback Statement Configuration	
	Integration and Troubleshooting	
	Total	**100%**

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Financial Management Implementation Fundamentals training prerequisite.

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 Implementation Specialist 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 a specific 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 provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of {30-75} 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 at least 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 $75.

Sample Question(s)

Sample Item #1:

Select the plugin required to deploy the Financial Management suite.

    A. Financial Management Core
    B. Finance Service Management
    C. IT Financials
    D. IT Business Management

       Answer: A

Sample Item #2 – Data Sources and Cost Models:

True or False. A Financial Cost Model definition typically requires the specification of a data source.

    A. True
    B. False

       Answer: A

Sample Item #3

Bucket splitting can be performed in which phase(s) of the Workbench. Select all that apply.

    A. Cleansing
    B. Bucketing
    C. Allocation Setup
    D. Review and Allocation

E. Data preparation

Answer: C

Sample Item #4

Identify the weight table when building a Weighted Metric to assign expenses based on headcount to the respective Department.

A. CMDB Relationship [cmdb_rel_ci] table
B. Users [sys_user] table
C. Department [department] table
D. CMDB Department [cmdb_ci_department] table

Answer: B

Sample Item #5

Identify the default table that will be populated after running Expense Allocation.

A. Cost Allocation [itfm_allocation] table
B. Allocation Aggregate [itfm_allocation_aggregate] table
C. Allocation Breakdown [itfm_allocation_breakdown] table
D. Aggregate Breakdown [itfm_allocation_aggregate_breakdown] table

Answer: B

Sample Item #6

Identify the three roles deployed with the Financial Charging Application.

A. Showback User, Service Charging Owner, Service Charging Administrator
B. Showback User, Service Charging Owner, Service Charging Analyst
C. Service Charging User, Service Charging Owner, Service Charging Administrator
D. Showback User, Showback Service Owner, Showback Administrator

Answer: B