

# ServiceNow Micro-Certification – Asset Model Management Exam Specification

*London Release – Updated September 17<sup>th</sup>, 2018*

## Introduction

The ServiceNow Asset Model Management Micro-Certification Exam Specification defines the purpose, audience, testing options, examination content coverage, test framework, and the prerequisites to become Asset Model Management certified.

## Exam Purpose

The Asset Model Management Micro-Certification exam demonstrates that a successful candidate has the essential knowledge needed to correctly manage models, model categories, assets, and configuration items (CIs) in the ServiceNow platform.

## Exam Audience

The Asset Model Management Micro-Certification exam is available to ServiceNow employees, ServiceNow partners, and others interested in establishing correct Model Management practices.

## 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.

Module 2 of the ServiceNow Hardware Asset Management Fundamentals course is the basis for this exam. Exam questions cover information presented in that module.

## Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the ServiceNow Asset Model Management Micro-Certification exam.

- [ServiceNow Fundamentals](#)
- [SAIF Fundamentals](#)

## Additional Resources

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

- [Hardware Asset Management Fundamentals course](#)
- [Product Documentation - Models](#)
- [Community - Role Model, or Why Model Management is Important](#)

## Exam Scope

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

Exam Topics	Percent of Exam
Model Records	20%
Asset Records	25%
Discovery, CMDB, and Normalization Data Services	15%
Asset and Configuration Items (CIs)	40%

## Exam Registration

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

## Exam Structure

The exam consists of 20 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 \$25.

## Sample Question(s)

*Sample Item #1:*

When is a model record created?

- A. When creating a new model category
- B. When creating a new Service Catalog item
- C. When creating a transfer order
- D. When creating an asset record

*Answer: D*