

# ServiceNow HR Integrations Micro-Certification Exam Specification

*Madrid Release – Updated March 14<sup>th</sup>, 2019*

## Introduction

The ServiceNow HR Integrations Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become HR Integrations certified.

## Exam Purpose

The HR Integrations exam certifies that a successful candidate has the skills and essential knowledge to configure an HR integration in the ServiceNow instance.

## Exam Audience

The HR Integrations exam is available to ServiceNow customers, partners, and employees.

## 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 HR Integrations exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- HR Integrations self-paced course- \*Upon completion, the candidate will be issued a voucher code to register for the HR Integrations exam.

### Additional Resources

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

- [Madrid Release Notes – HR Service Delivery](#)

### Additional Recommended Experience

- General familiarity with general HR terminology, acronyms, and initialisms
- Six months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances

### Exam Scope

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

Exam Topics	Percent of Exam
HR Integrations Basics	47%
HR Integrations Configuration	53%

### Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the HR Integrations self-paced 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 HR Integrations source property should be enabled in the HR Integrations Source to troubleshoot HR Integrations?

- A. sn\_hr.debug
- B. sn\_hr\_integrations.debug
- C. sn\_hr.debuglog
- D. sn\_global.debug

Answer: B