

## **SERVICE NOW – IT SERVICE MANAGEMENT (ITSM) – TOC**

- **Baseline Application Functionality**

- Basic and advanced features in baseline installation of the current release
- Functionality and features added or changed in the current release
- State model and default process flow
- Basic and advanced operations performed by users and the system

- **Architecture and Security**

- Key tables used in the application
- Relationships among application tables
- Roles and default Access Controls
- Primary application components (Script Includes, Business Rules, etc.)
- Integration capabilities

- **Business Cases / Use Cases**

- Value proposition
- Key Performance Indicators and Benchmarks
- Selection of appropriate features and functions to meet business requirements

- **Proven Practices for Implementation**

- Implementation approaches to meet requirements that preserve upgradability, scalability, and maintainability
- Implementation solutions that work in conjunction with baseline application functionality

**Learning Domain % of Exam**

- Incident Management 25%
- Problem Management 15%
- Change and Release Management 25%
- Knowledge Management 5%
- Request Fulfillment 25%
- Configuration Management Database 5%
- Total 100%