

# ServiceNow Micro-Certification Enterprise Onboarding and Transitions Exam Specification

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## Introduction

The ServiceNow Enterprise Onboarding and Transitions Micro-Certification Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Enterprise Onboarding certified.

## Exam Purpose

The Enterprise Onboarding and Transition Micro-Certification exam certifies that a successful candidate has the skills and essential knowledge to:

- Define a Lifecycle Event within the ServiceNow platform
- Identify the features and benefits of Enterprise Onboarding and Transitions
- Configure a Lifecycle Event within the ServiceNow instance

## Exam Audience

The Enterprise Onboarding and Transitions Micro-Certification 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.

## Prerequisites

ServiceNow recommends completion of the following pre-requisite(s) in preparation for the exam.

- [Enterprise Onboarding and Transitions self-paced course](#)

## Additional Resources

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

- [Product Documentation](#)

## Additional Knowledge & 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
Lifecycle Events Configuration	50%
Lifecycle General Knowledge	30%
Lifecycle Events Roles	20%

## 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 10 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:*

How can HR Tasks be marked as optional?

- A. Set Optional to True on the HR Task Template
- B. Set Optional to True on the Activity Set
- C. Set Optional to True on the HR Case Form
- D. Tasks cannot be optional

*Answer: A*