

ServiceNow Certification

Test Security Policy

ServiceNow publishes this test security policy to maintain the integrity of its assessments and to assist with the implementation of and adherence to test security practices.

Should ServiceNow determine that any test taker, agency, school, or other testing entity has violated any provision of this test security policy or that testing materials have been compromised in any manner, purposely or otherwise, ServiceNow reserves the right to take appropriate action to rectify the violation of its test security policy.

To protect the quality and standardization of ServiceNow assessments, test takers must agree to:

1. Follow all test procedures as required in this Test Security Policy.
2. Refrain from duplicating or in any way reproducing any testing materials, including but not limited to test questions and answers.
3. Not obtain or share ServiceNow certification or training content with any individual, online forums or communities, or unauthorized organizations.
4. Abstain from transferring certification vouchers to anyone.
5. Follow all prompts and instructions of the exam proctor.
6. Report any violation of this Test Security Policy.

Copyright Infringement

No test content may be duplicated, photocopied, or reproduced in any manner. Federal copyright law prohibits unauthorized reproduction and use of copyrighted test materials.

Score Invalidation and Suspension

ServiceNow reserves the right to invalidate a test score if the parameters in which that score were obtained do not match normal testing standards. If a test taker's score is invalidated, the individual may be granted the ability to retest at ServiceNow's discretion.

If a test taker is found to have violated ServiceNow policies or procedures to an extent that a suspension from the program is deemed necessary by the ServiceNow certification staff, a written explanation of the offense will be emailed to the test taker's email address linked to their Now Learning account. The test taker will have 14 days to respond with an explanation or evidence as to why they should not be suspended. The tester must respond to the allegations within the 14-day period if they wish to have the suspension reconsidered. If the certification staff do not hear back in 14 days, the test taker will be suspended. If the test taker does respond with an explanation or evidence, the certification staff will investigate and respond to the tester via email with a final decision on the suspension within 7 days.

Unsanctioned Training and Certification Material

ServiceNow highly recommends that testers never use or rely on unsanctioned training or certification materials. ServiceNow offers robust training which is tied to the content of our certifications. Unsanctioned materials are unreliable and can drastically affect your learning experience.

Unscored Items

ServiceNow will occasionally embed unpublished test items into operational ServiceNow tests in order to maintain and build its item bank. These items are not scored. The security of these items cannot be compromised and must be maintained in the same manner as all testing content.

My acknowledgment of this document certifies that I have read the above policy, will follow all test administration directions as stated in the ServiceNow Test Security Document, and agree to abide by all test security procedures.