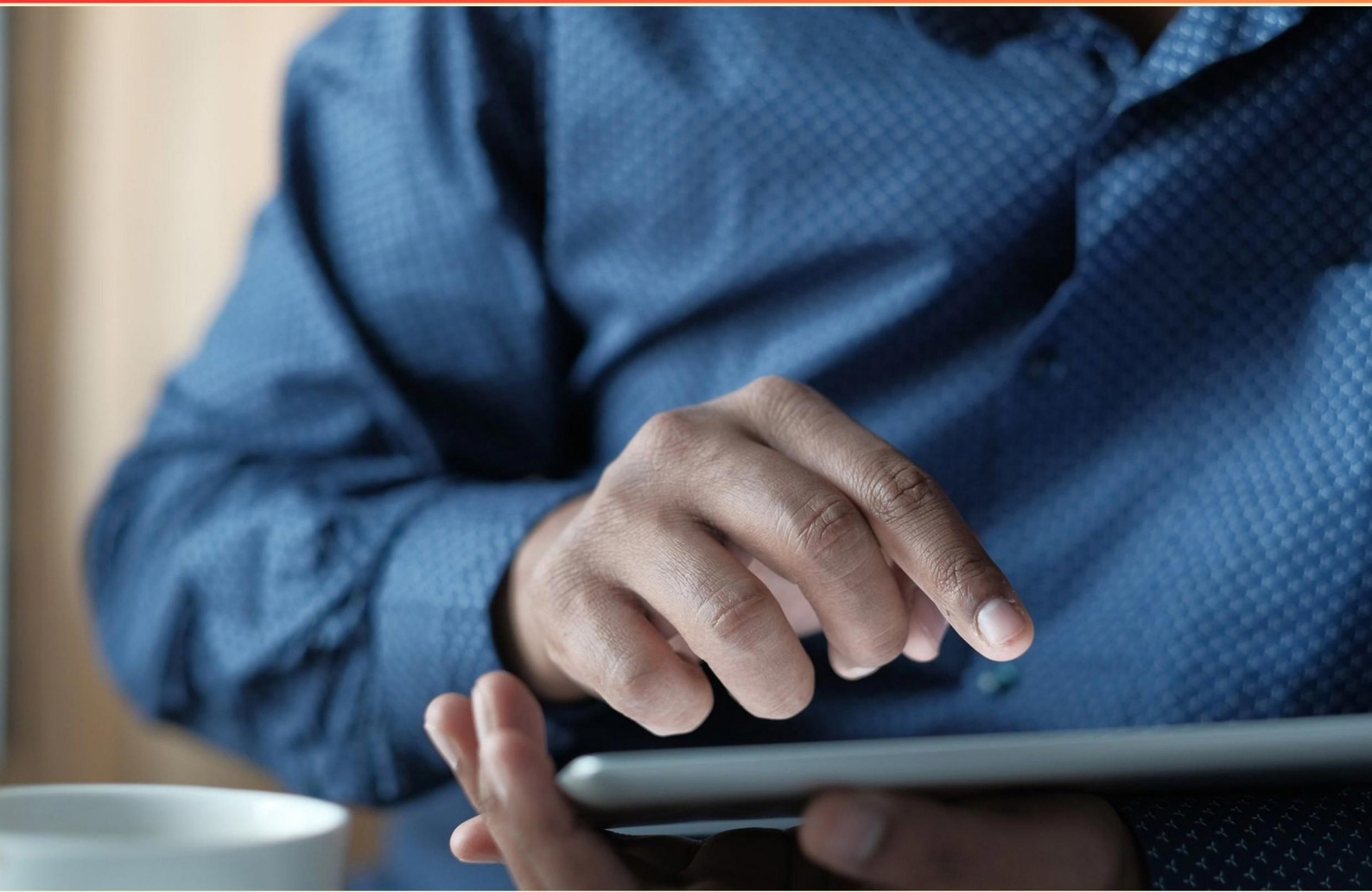


SERVICENOW FIELD SERVICE MANAGEMENT (FSM) – PARIS PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://servicenowfsmparis.examzify.com>



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which plugin is installed with FSM along with the Planned Maintenance plugin?**
 - A. com.snc.field_service_mgmt
 - B. Planned Maintenance (com.snc.planned_maintenance)
 - C. com.snc.maintenance_scheduler
 - D. com.snc.planned_maintenance_ext
- 2. What happens when a task route cannot be optimized?**
 - A. Task route cannot be optimized
 - B. Route recalculated and dispatched
 - C. Task is assigned manually
 - D. Task is canceled
- 3. What does Maturity Level 1 - Modernize focus on?**
 - A. Trend analysis and IoT automation
 - B. Maturity Level 2 - Transform
 - C. Improve Field Agent task Mgmt, Geolocation, Automate scheduling
 - D. Company
- 4. To configure work orders and work order tasks to use the task skills, which table should be configured?**
 - A. Work Order Skills (wo_skill) table
 - B. Task Skills (task_m2m_skill) table
 - C. Skill Matrix (skill_matrix) table
 - D. Task Skill Levels (task_skill_levels) table
- 5. Which solution is used when importing problematic data to transform the source rather than scripts?**
 - A. Source Transformation
 - B. Fix Scripts
 - C. Enable state flows
 - D. Auto close case on work order closure

- 6. In stockroom transfers, which action moves items to the agent's own stockroom?**
- A. Select personal stockroom as the To stockroom
 - B. From Stockroom is auto-populated
 - C. Select same non-personal stockroom as From and To
 - D. Items are delivered directly to the agent and Received stage is skipped
- 7. Which option defines the maximum hours per week that can be added to a timesheet?**
- A. Weekly cap
 - B. Hours per week limit
 - C. Maximum hours per week
 - D. Per-week limit
- 8. Task Filter Execution Order is described as: Ranked from lowest to highest Execution Order. Which statement best describes its ordering?**
- A. Ranked from highest to lowest Execution Order
 - B. Execution Order is random
 - C. Ranked from lowest to highest Execution Order
 - D. Based on alphabetical order of task names
- 9. Which input is recommended as part of FSM best practices?**
- A. Customer feedback
 - B. Regulatory notices
 - C. Vendor quotes
 - D. Field reps' input
- 10. Which plugin extends the Time Card Management app to FSM and requires FSM and Time Recording for Field Service plugins?**
- A. Time Sheet Portal
 - B. Time recording
 - C. Rate Type field
 - D. Google Maps API for Business

Answers

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1. B
2. A
3. C
4. B
5. A
6. A
7. C
8. C
9. D
10. B

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Explanations

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1. Which plugin is installed with FSM along with the Planned Maintenance plugin?

- A. com.snc.field_service_mgmt
- B. Planned Maintenance (com.snc.planned_maintenance)**
- C. com.snc.maintenance_scheduler
- D. com.snc.planned_maintenance_ext

In ServiceNow, certain products come with companion plugins that extend their capabilities. When FSM (Field Service Management) is installed in Paris, it includes the Planned Maintenance functionality as a built-in companion, identified by the plugin ID com.snc.planned_maintenance. This is the exact plugin that enables the planned maintenance features that work hand-in-hand with FSM, such as planning maintenance tasks, linking them to assets, and coordinating with field work orders. That's why the listed Planned Maintenance option is the correct choice: it's the plugin that ships with FSM to support those capabilities. The other plugin IDs refer to different components—one is the core FSM plugin itself, while the others point to separate maintenance-related extensions or utilities that aren't the default companion provided with FSM.

2. What happens when a task route cannot be optimized?

- A. Task route cannot be optimized**
- B. Route recalculated and dispatched
- C. Task is assigned manually
- D. Task is canceled

When the optimization engine can't find a feasible improvement, it can't produce a better route for the tasks. In such a case, the system leaves the current route as is and doesn't push a new, optimized plan. That's why the outcome described is that the task route cannot be optimized—the route remains unchanged because no better arrangement could be found within the given constraints. The other options imply actions that only occur if optimization succeeds or if an intervention is triggered separately (like a manual assignment or cancellation). Recalculating and dispatching would be a result of a successful optimization, manual assignment isn't automatic just because optimization isn't possible, and cancellation is not the standard response to an unoptimizable route.

3. What does Maturity Level 1 - Modernize focus on?

- A. Trend analysis and IoT automation
- B. Maturity Level 2 - Transform
- C. Improve Field Agent task Mgmt, Geolocation, Automate scheduling**
- D. Company

Maturity Level 1 - Modernize focuses on strengthening the way field work is executed on the ground. It aims to make field operations more efficient by improving how tasks are managed for field agents, using geolocation to better track and assign work, and automating scheduling to reduce delays and optimize who does what and when. This foundational shift is about making everyday field activities smoother and more reliable. That's why improving Field Agent task management, geolocation, and automated scheduling best fits Level 1 Modernize. The other options point to capabilities more aligned with higher maturity stages or unrelated areas: trend analysis and IoT automation imply advanced analytics and device integration; Transform refers to a later maturity level; and the option about "Company" doesn't describe a focused field-service capability.

4. To configure work orders and work order tasks to use the task skills, which table should be configured?

- A. Work Order Skills (wo_skill) table
- B. Task Skills (task_m2m_skill) table**
- C. Skill Matrix (skill_matrix) table
- D. Task Skill Levels (task_skill_levels) table

The key idea is the per-task association of skills through a dedicated mapping between tasks and skills. The Task Skills (task_m2m_skill) table is a many-to-many bridge that links each task (including work order tasks) to the Skill records. This is what lets you declare exactly which skills are required for a given task and, if supported, the level of proficiency needed. With this mapping, both a work order and its tasks can use the same task-skill definitions for skill-based assignment and validation. If skills were attached only at the work order level, you'd lose per-task granularity, since different tasks on the same work order can require different skills. The Skill Matrix table handles broader cross-skill relationships rather than the direct task-to-skill link. The Task Skill Levels table stores level values for a task-skill pair but relies on the existence of the task-skill association itself.

5. Which solution is used when importing problematic data to transform the source rather than scripts?

- A. Source Transformation**
- B. Fix Scripts
- C. Enable state flows
- D. Auto close case on work order closure

Transforming data at import time is the approach used when the incoming data is inconsistent or needs normalization. Source Transformation lets you apply rules to the incoming data in the Import Set's Transform Map, transforming the source values before they are mapped to the target fields. This is ideal for problematic data because you can standardize formats, clean up typos, convert date formats, map aliases, or derive correct values without writing scripts. The result is data that already fits the target schema as it enters the system, reducing the need for post-import fixes. The alternative of Fix Scripts would require writing custom code to adjust data during the transform, which is more maintenance-heavy. The other options relate to FSM workflows or case handling and aren't about transforming data during import.

6. In stockroom transfers, which action moves items to the agent's own stockroom?

- A. Select personal stockroom as the To stockroom**
- B. From Stockroom is auto-populated
- C. Select same non-personal stockroom as From and To
- D. Items are delivered directly to the agent and Received stage is skipped

In a stockroom transfer, the destination stockroom determines where the items will be stored after the move. To move items into the agent's own stockroom, you designate the agent's personal stockroom as the To stockroom. The From stockroom shows where the items are being taken from, and the To stockroom shows where they're placed. Setting the To field to the agent's personal stockroom directs the system to put the items into that inventory location, making them readily available for the agent's use. This approach is useful because a personal stockroom is intended to hold items an agent routinely needs, improving on-hand availability and reducing requests to central stock. Other options don't accomplish this: auto-populating the From field is about where the items come from rather than where they go; choosing the same non-personal stockroom as both From and To doesn't move items into the agent's own stockroom; and delivering directly to the agent while skipping the Received step bypasses stockroom storage entirely.

7. Which option defines the maximum hours per week that can be added to a timesheet?

- A. Weekly cap
- B. Hours per week limit
- C. Maximum hours per week**
- D. Per-week limit

Maximum hours per week is the setting that enforces a hard cap on weekly time entries. It explicitly defines the upper bound of hours that can be added to a timesheet in any given week, protecting against over-allocation and helping align with labor rules or project budgets. The other terms are informal ways people might describe the same idea, but the precise phrasing used in the system is the one that conveys the actual limit. When someone tries to enter more than this limit, the system prevents it or prompts for adjustment, ensuring consistent time tracking across work orders and calendars.

8. Task Filter Execution Order is described as: Ranked from lowest to highest Execution Order. Which statement best describes its ordering?

- A. Ranked from highest to lowest Execution Order
- B. Execution Order is random
- C. Ranked from lowest to highest Execution Order**
- D. Based on alphabetical order of task names

In this concept, the Execution Order is a numeric value that determines the sequence in which filters are applied. Smaller numbers mean earlier execution, so the system processes filters in ascending order. That makes the description "ranked from lowest to highest Execution Order" the correct one. Understanding this helps you predict how task filtering will behave: a filter with a lower value runs first and can narrow down results before higher-valued filters are evaluated. For example, if one filter has a lower Execution Order than another, it will be applied first, shaping which tasks remain for the next filter. The other possibilities don't fit because a higher-to-lower order would reverse the intended sequence, a random order would be unpredictable, and ordering by task name would ignore the Execution Order value entirely.

9. Which input is recommended as part of FSM best practices?

- A. Customer feedback
- B. Regulatory notices
- C. Vendor quotes
- D. Field reps' input**

In FSM best practices, input from field reps is essential because on-site technicians have hands-on knowledge of what a job will require. They can share real-world details about travel time, site access, required parts and tools, safety considerations, and the specific skills needed. This information helps plan accurate schedules, assign the right technician, and route work efficiently, which reduces delays and rework. Field input also surfaces potential issues before dispatch, like access limitations or unusual equipment configurations, enabling proactive planning and better first-time fix rates. While customer feedback, regulatory notices, and vendor quotes are valuable in other ways, they don't directly inform the practical execution of field work as effectively as insights from those on the ground.

10. Which plugin extends the Time Card Management app to FSM and requires FSM and Time Recording for Field Service plugins?

- A. Time Sheet Portal
- B. Time recording**
- C. Rate Type field
- D. Google Maps API for Business

Plugin dependencies determine how Time Card Management is extended into Field Service Management. The Time recording plugin adds FSM-specific time recording capabilities to Time Card Management, effectively extending its functionality to support field service work. It requires both the Field Service Management (FSM) plugin and the Time Recording for Field Service plugin to be present for it to function properly. Without this plugin, the Time Card Management setup won't include the FSM-specific time recording features. The other options don't provide this extension: Time Sheet Portal is mainly a UI component for timesheet submission, Rate Type field is a data attribute used in rate calculations, and Google Maps API for Business is for location mapping and doesn't enable FSM integration with Time Card Management.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://servicenowfsmParis.examzify.com>

We wish you the very best on your exam journey. You've got this!

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