

ServiceNow Certified Implementation Specialist- Vendor Risk Management Exam Specification

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Introduction

The ServiceNow Certified Implementation Specialist – Vendor Risk Management Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a Certified Implementation Specialist for Vendor Risk Management (VRM).

Exam Purpose

The Certified Implementation Specialist exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow Vendor Risk Management application.

Exam Audience

The Certified Implementation Specialist exam is available to ServiceNow customers, partners, employees, and others interested in becoming a ServiceNow Vendor Risk Management Implementer.

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 Certified Implementation Specialist - Vendor Risk Management exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow Fundamentals](#) (This course is offered as either [instructor-led](#) (3 days) or [on demand](#) (estimated duration is 13 hours)) or equivalent knowledge
- [ServiceNow Get Started with Now Create](#)
- [ServiceNow Platform Implementation](#)
- [CMDB Fundamentals](#)
- [Vendor Risk Management Fundamentals](#)
- [Vendor Risk Management Implementation](#) - Upon completion, the candidate will be eligible to collect a voucher to register for the Certified Implementation Specialist – Vendor Risk Management exam.

Recommended Knowledge & Education

ServiceNow recommends completion of the following Training Course(s) and Certification(s) in preparation for the exam.

- [System Administration Advanced](#)
- [Certified System Administrator](#)

Additional Resources

In addition to the above, the candidate may find the following additional Training Course(s) valuable in preparation for the exam.

- Performance Analytics Essentials
- Service Portal Fundamentals
- Automated Test Framework Fundamentals
- Knowledge Management Fundamentals

Exam Scope

Exam content is divided into Learning Domains that correspond to key topics and activities typically encountered during ServiceNow implementations. In each Learning Domain, specific learning objectives have been identified and are tested in the exam.

The following table shows the learning domains, weightings, and sub-skills measured by this exam and the percentage of questions represented in each domain. The listed sub-skills should NOT be considered an all-inclusive list of exam content.

	Learning Domain	% of Exam
1	Vendor Risk Management Review and Vendor Risk Management Review <ul style="list-style-type: none"> • About Vendor Risk Management • Vendor Risk Management Process • Technical Details 	23.3%
2	Core Configuration <ul style="list-style-type: none"> • Vendor Portfolio Configuration • Vendor Contacts Configuration • Vendor Tiering Configuration • Vendor Security Scoring Configuration 	13.3%
3	Assessment Configuration <ul style="list-style-type: none"> • Assessment Basics • Vendor Risk Assessment Configuration • Vendor Risk Assessment Generation • Vendor Risk Assessment Calculations • Vendor Risk Assessment Lifecycle 	25%
4	Risk Issues and Processes	13.3%

	<ul style="list-style-type: none"> • Vendor Risk Issue Configuration • Vendor Risk Task Configuration • Vendor Risk Process Workflows 	
5	Vendor Portal Configuration <ul style="list-style-type: none"> • Contact Configuration • Vendor Assessment Processing and Configuration 	15%
6	Other Application Relationships <ul style="list-style-type: none"> • ServiceNow GRC Overview • Monitor Risk and Control Compliance • Other Application Relationships 	5%
7	Dashboards and Reports	5%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Vendor Risk Management Implementation training prerequisite. The voucher code obtained from the prerequisite training path is nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist – Vendor Risk Management exam only.

During the registration process, each test taker has the option of taking the exam at an Authorized Testing Center or as an online-proctored exam. In both testing venues, the Certified Implementation Specialist exam is done through a consistent, friendly, user interface customized for ServiceNow tests.

The Kryterion testing network is worldwide and all locations offer a secure, comfortable testing environment. Candidates register for the exam at a specific date and time so there is no waiting and a seat is reserved in the testing center.

Each candidate can also choose to take the exam as an online-proctored exam. This testing environment allows a candidate to take the test on his or her own system provided that certain requirements are met.

NOTE: A special accommodation version of the exam is available. Contact certification@servicenow.com for more information. Depending on the accommodation, there may be a 30-day lead time before testing.

Exam Structure

The exam consists of approximately 60 - 75 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)

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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

A candidate that fails to pass an exam may register to take the exam again up to three more times at a cost

Sample Question(s)

Sample Question #1

ServiceNow helps companies manage vendors without emails and spreadsheets using the:

- A. The Customer Service Portal
- B. The Vendor Portal**
- C. The Vendor Registry
- D. The Vendor Platform

Sample Question – #2

Which fields are included on the Vendor Contact form?

- A. Risk rating
- B. Rank tier
- C. Primary Contact**
- D. Email**

Sample Question – #3

Vendor Risk Issues are considered inactive when they enter this state:

- A. Review
- B. Submitted to Vendor
- C. Finalize with Vendor
- D. Closed**

Sample Question – #4

Which of the following can occur in the Vendor Portal?

- A. View Project Gantt Charts
- B. Submit an incident
- C. Respond to a Vendor Risk Assessment**

Manage Vendor Contacts

Sample Question – #5

Risks registered within an organization are captured as which type of record in ServiceNow?

- A. Control Definition
- B. Risk Statement**
- C. Control Template
- D. Attestation

Sample Question – #6

Which of the following is a common table used for Vendor Risk Management reporting?

- A. Control [sn_control]
- B. Task [task]
- C. Vendor Risk Assessment [sn_vdr_risk_assessment]**
- D. Company [core_company]