

ServiceNow
Certified Implementation
Specialist- Vendor Risk
Management

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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
- Certified System Administrator
- Vendor Risk Management Fundamentals
- Vendor Risk Management Implementation

Upon completion, the candidate will be issued a nontransferable voucher code 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.

- Vendor Risk Management (VRM) Simulator
- ServiceNow Get Started with Now Create
- ServiceNow Platform Implementation
- System Administration Advanced

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 Registration

ServiceNow partners with Kryterion using their Webassessor platform for exam registration. Our mainline exams are offered at Kryterion test centers or can be taken anywhere online while a Kryterion proctor monitors the exam appointment.

To register for an exam, you will need to create a Webassessor account and then link it to your Now Learning account.

For individuals with a disability or English as Second Language (ESL), ServiceNow does offer reasonable accommodation while taking the certification exam.

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 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 Fundamentals and Vendor Risk Management Review	24 %
	About Vendor Risk Management	
	Vendor Risk Management Process	
	Technical Details	
2	Core Configuration	13%
	Vendor Portfolio Configuration	
	Vendor Contacts Configuration	
	Vendor Tiering Configuration	
	Vendor Security Scoring Configuration	
3	Assessment Configuration	25%
	Assessment Basics	
	Vendor Risk Assessment Configuration	
	Vendor Risk Assessment Generation	
	Vendor Risk Assessment Calculations	
	Vendor Risk Assessment Lifecycle	
4	Risk Issues and Processes	13%
	Vendor Risk Issue Configuration	
	Vendor Risk Task Configuration	
	Vendor Risk Process Workflows	
5	Vendor Portal Configuration	15%

	Contact Configuration	
	Vendor Assessment Processing and Configuration	
6	Other Application Relationships	5%
	ServiceNow GRC Overview	
	Monitor Risk and Control Compliance	
	Other Application Relationships	
7	Dashboards and Reports	5%

Exam Structure

The exam consists of 60 questions.

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. Partial credit is not provided.

Exam Results

After completing and submitting the exam, a pass or fail result is immediately calculated and displayed to the candidate.

Topic level results will be provided to those who fail the exam.

Exam Retakes

If a candidate fails an exam, a voucher is not needed to retake the exam. Register and pay for the exam in Webassessor. Review the [Candidate Journey Guide's Retake Policy for more information.](#)

Sample Question

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

Answer B

Sample Question #2

Which fields are included on the Vendor Contact form?

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

Answer C,D

For More Information

www.servicenow.com

