

ServiceNow Certified Implementation Specialist – Risk and Compliance Exam Specification

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Introduction

The ServiceNow Certified Implementation Specialist – Risk and Compliance Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become Certified Implementation Specialist – Risk and Compliance certified.

Exam Purpose

The Certified Implementation Specialist – Risk and Compliance exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of ServiceNow Risk, Policy and Compliance, and Audit Management applications.

Exam Audience

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

Required course prerequisites

[Governance, Risk and Compliance \(GRC\) Risk and Compliance Implementer](#)

ServiceNow requires the completion of the following prerequisite training courses in preparation for the Certified Implementation Specialist – Risk and Compliance exam. Information provided in the following ServiceNow training courses contain source material for the exam. Completion of these prerequisites is not enforced, but candidates should complete these in advance in order to be adequately prepared for the exam.

- Certified System Administrator
- GRC: Integrated Risk Management (IRM) Fundamentals
- GRC: Advanced Risk Assessment for Implementers
- GRC: Integrated Risk Management (IRM) Implementation
- GRC: Classic Risk Assessment Fundamentals
- Audit Management Implementation

Upon completion of GRC: Integrated Risk Management (IRM) Implementation, the candidate will be eligible to obtain or purchase a nontransferable voucher code to register for the CIS-Risk and Compliance exam.

Recommended course prerequisites

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

- ServiceNow Fundamentals
- ServiceNow Platform Implementation
- CMDB Fundamentals
- Flow Designer Essentials
- Now Experience UI Builder Fundamentals

Additional Resources and recommended experience

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

- [Candidate Journey Guide](#) – a resource to guide you through the entire certification process
- General familiarity with GRC industry terminology, acronyms, and initialisms
- Six months field experience participating in at least two ServiceNow deployment projects or maintaining ServiceNow instances

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	GRC Overview	10%
	GRC Positioning and Framework	
	Key Terminology	
	Technical Details	

2	Implementation Planning	5%
	Use Cases	
	Implementation Team	
	Implementation Checklist	
	Personas, Groups, and Roles	
3	Entity Scoping	25%
	Entity Scoping Overview	
	Entity Type Approach	
	Entity Class Approach	
	Entity Architecture	
4	Policy and Compliance Implementation Approach	25%
	Policy and Compliance Record Lifecycles	
	Policy and Compliance Architecture	
	Policy and Compliance Configuration	
5	Risk Implementation Approach	25%
	Classic Risk Assessment Lifecycle	
	Advanced Risk Assessment Lifecycle	
	Risk Management and Advanced Risk Assessment Architecture	
	Advanced Risk Assessment Configuration	

Risk Scoring		
6	Extended Capabilities	5%
Integrations		
GRC: Regulatory Change Management Overview and Lifecycles		
Configuration of RSS Feeds		
Advanced Risk Assessment Integrations		
7	Audit Management Implementation	5%
Audit Management Architecture and Components		
Advanced Audit Architecture and Features		
Use Cases		
		Total 100%

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 Structure

The exam consists of approximately 45 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. More detailed results are not provided to the candidate.

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(s)

Sample Item #1: Which of the following are scoped applications in GRC? (Select all that apply)

- A. GRC: Profiles
- B. GRC: Risk Management
- C. GRC: Compliance and Audit Management
- D. Global

Answer: A & B

Sample Item #2: Who should be on the core implementation team for a GRC implementation? (Select all that apply)

- A. Risk and compliance experts
- B. ServiceNow developer team
- C. External audit team
- D. Risk assessors

Answer: A & B

Sample Item #3: The Entity Filter record requires which mandatory field to be completed?

- A. Filter date
- B. Filter name
- C. Conditions
- D. Source table

Answer: D

Sample Item #4: Which of the following are tables in the GRC: Policy and Compliance scope? (Select all that apply)

- A. Issue
- B. Control
- C. Risk
- D. Citation

Answer: B & D

Sample Item #5: Which of the following are tables in the Risk scope? (Select all that apply)

- A. Issue
- B. Risk Framework
- C. Risk Statement
- D. Citation

Answer: B & C

Sample Item #6: Unified Compliance Framework (UCF) Control documents import into which ServiceNow table with the UCF integration?

- A. Citation table
- B. Control Objectives table
- C. Authority Documents table
- D. Policy table

Answer: B

Sample Item #7: Which roles are inherited when a user is given the sn_audit.user role? (Select all that apply)

- A. sn_grc.reader

- B. sn_compliance.reader
- C. sn_risk.reader
- D. sn_audit.external_auditor

Answer: A, B, & C

For More Information

www.servicenow.com