

# ServiceNow Certified Implementation Specialist – Vulnerability Response Exam Specification

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## Introduction

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

## Exam Purpose

The Certified Implementation Specialist - Vulnerability Response exam certifies that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of a ServiceNow Vulnerability Response Implementation.

## Exam Audience

The Certified Implementation Specialist - Vulnerability Response exam is available to ServiceNow partners, employees, and others interested in becoming a ServiceNow Certified Implementation Specialist - Vulnerability Response.

## 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 - Vulnerability Response exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [ServiceNow Fundamentals](#)
- [ServiceNow Get Started with Now Create](#)
- [ServiceNow Platform Implementation](#)
- [CMDB Fundamentals](#)
- [Security Operations \(SecOps\) Fundamentals](#)
- [Vulnerability Response Implementation](#) - \*Upon completion, the candidate will be eligible to collect a voucher for the Certified Implementation Specialist - Vulnerability Response exam.

### Recommended Knowledge & Education

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

- [CIS-Vulnerability Response Certification Test Prep](#)

- [Automated Test Framework \(ATF\) Fundamentals](#)
- [Flow Designer Fundamentals](#)
- [IntegrationHub Fundamentals](#)
- [Mobile Development Fundamentals](#)
- [Service Portal Fundamentals](#)

### Additional Resources

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

- [Paris Vulnerability Response Documentation](#)
- [ServiceNow Security Operations Now Community Forums](#)
- [Glossary of Terms for Security Operations with Wikipedia Links](#)

### Additional Recommended Experience

- Three (3) to six (6) months field experience participating in a ServiceNow Security Incident response deployment project or maintaining the SIR application suite in a ServiceNow instance.
- General familiarity with industry terminology, acronyms, and initialisms.

## 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	<b>Vulnerability Response Applications and Modules</b> <ul style="list-style-type: none"> <li>• About ServiceNow Security Operations</li> <li>• Introducing Vulnerability Response</li> <li>• Vulnerability Response with the ServiceNow Platform</li> </ul>	20%
2	<b>Getting Data Into Vulnerability Response</b> <ul style="list-style-type: none"> <li>• Definition of Vulnerabilities and Vulnerable Items</li> <li>• Integrating with Vulnerability Scanners and Other Data Sources</li> <li>• Scanner Integration and CMDB Reconciliation</li> </ul>	29%

<b>3</b>	<b>Tools to Manage Vulnerability Response</b> <ul style="list-style-type: none"> <li>• Group Vulnerabilities for Easier Management</li> <li>• Tasking for Vulnerability Remediation</li> <li>• Exploit Enrichment</li> </ul>	<b>22%</b>
<b>4</b>	<b>Automating Vulnerability Response</b> <ul style="list-style-type: none"> <li>• Handling Vulnerability Exceptions</li> <li>• Using Workflows for Process Automation</li> </ul>	<b>20%</b>
<b>5</b>	<b>Vulnerability Response Data Visualization</b> <ul style="list-style-type: none"> <li>• Data Visualization Overview: Dashboards and Reporting</li> <li>• Performance Analytics</li> </ul>	<b>9%</b>
<b>Total</b>		<b>100%</b>

## Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Vulnerability Response training prerequisite. Voucher codes are nontransferable and provides the candidate eligibility to sit for the Certified Implementation Specialist – Vulnerability Response 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](mailto: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 (45) 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)

For each multiple-choice question on the exam, there are 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

If a candidate fails to pass an exam, they may register to take the exam again up to three more times at a cost.

## Sample Question(s)

### Sample Item #1:

The Vulnerability Response application provides which roles by default?

(Select all that apply)

- A. sn\_vul.admin
- B. sn\_vul.vulnerability\_read
- C. sn\_vul.vulnerability\_write
- D. sn\_vul.vulnerability\_admin
- E. sn\_vul.vulnerability\_report

Correct Answer: A, B, C

**Sample Item 2:**

The main XML Vulnerability feeds provide \_\_\_\_ data organized by the first four digits of a \_\_\_\_ identifier.

- A. Common Vulnerabilities and Exposures (CVE)
- B. Common Weakness Enumeration (CWE)
- C. National Vulnerability Database (NVD)
- D. Third Party Integration

Correct Answer: A,C