

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.

Prerequisite ServiceNow Training Path

ServiceNow requires the completion of the following prerequisite training course(s) in preparation for the Certified Implementation Specialist – Risk and Compliance exam. Information provided in the following ServiceNow training course(s) contain source material for the exam.

- [GRC Fundamentals](#)
- [Audit Management Implementation](#)
- [Risk and Compliance Implementation](#) - *Upon completion, the candidate will be issued a voucher code to register for the Certified Implementation Specialist – Risk and Compliance exam.

Recommended Knowledge & Education

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

- [Implementer Learning Path](#)
- [System Administration Advanced](#)
- [Certified System Administrator](#)
- [Automated Test Framework](#)

- [Performance Analytics Essentials](#)
- [Service Portal Fundamentals](#)

Additional Recommended Experience

- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects
- 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	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	

	GRC Entities Architecture	
4	Policy and Compliance Implementation Approach	25%
	Policy and Compliance Record Lifecycles	
	Policy and Compliance Architecture	
	Policy Management Lifecycle	
5	Risk Implementation Approach	25%
	Risk Record Lifecycle	
	Risk Architecture	
	Risk Scoring	
	Risk Management Lifecycle	
6	Extended Capabilities	5%
	Content Packs	
	Integrations	
	Performance Analytics	
	Other Platform Capabilities	
7	Audit Management Implementation	5%
Total		100%

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the Risk and Compliance 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 – Risk and Compliance 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.

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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 (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 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

If a candidate fails to pass an exam, they may register to take the exam again up to three more times for a cost of \$75.

Sample Question(s)

Sample Item #1:

Which of the following are scoped applications in GRC? (Select all that apply)

- A. GRC Profiles
- B. Risk
- C. 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. Platform experts
- B. Internal audit
- C. External audit
- D. Risk Assessor

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. Table

Answer: D

Sample Item #4:

Which of the following are tables in the 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:

Which plugin is required for continuous monitoring? (Select all that apply)

- A. Configuration Compliance
- B. Vulnerability Response
- C. UCF Integration
- D. Performance Analytics GRC

Answer: A & B

Sample Item #7:

Which roles are installed with Audit Management? (Select all that apply)

- A. Audit Admin
- B. GRC User
- C. GRC Reviewer
- D. External Auditor

Answer: A & D