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 and employees.

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.

- Security Operations Fundamentals
- Vulnerability Response Implementation - *Upon completion, the candidate will be issued a voucher code to register for the ServiceNow 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.

- Implementer Learning Path
- Automated Test Framework Fundamentals
- Flow Designer Fundamentals
- IntegrationHub Fundamentals
- Mobile Development Fundamentals

- [Service Portal Fundamentals](#)
- [ServiceNow Scripting Fundamentals](#)
- [ServiceNow System Administrator Advanced](#)
- ITIL v3 Foundations Certified (Recommended)

Additional Knowledge & Experience

- General familiarity with general industry terminology, acronyms, and initialisms
- Six (6) months field experience participating in ServiceNow deployment projects or maintaining ServiceNow instances
- Participation in at least two ServiceNow deployment projects

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	**Vulnerability Response Applications and Modules**	**10%**
	About ServiceNow Security Operations	
	Introducing Vulnerability Response	
	Vulnerability Response with the ServiceNow Platform	
2	**Getting Data Into Vulnerability Response**	**30%**
	Definition of Vulnerabilities and Vulnerable Items	
	Integrating with Vulnerability Scanners and Other Data Sources	
	Scanner Integration and CMDB Reconciliation	
3	**Tools to Manage Vulnerability Response**	**25%**
	Group Vulnerabilities for Easier Management	
	Tasking for Vulnerability Remediation	

		Exploit Enrichment	
4		**Automating Vulnerability Response**	**25%**
		Handling Vulnerability Exceptions	
		Using Workflows for Process Automation	
5		**Vulnerability Response Data Visualization**	**10%**
		Data Visualization Overview: Dashboards and Reporting	
		Performance Analytics	
6		**VRI New York Delta**	**0%**
		New and Changed Features	
7		**VRI New York Capstone Project**	**0%**
		Request Developer Instance	
		Implement Vulnerability Response Using the Guided Setup	
		Total	**100%**

Exam Registration

Each candidate must register for the exam via the ServiceNow [Webassessor](#) website using a voucher obtained by completing the training prerequisite. The exam is available directly through the Webassessor site as a non-proctored, 60-minute exam.

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) 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 for a cost of $75.

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

    Answer: A, B, C

Sample Item 2:

Which type of vulnerability records can be grouped using filter groups?

    A. *Vulnerable software*
    B. *Third-party entries*
    C. *Vulnerable items*
    D. *Vulnerability groups*

    Answer: C

Sample Item 3:

Which of the following ServiceNow applications is used for process automations?

    A. *SLAs*
    B. *Event management*
    C. *Service Catalog*
    D. *Workflows*

    Answer: D

Sample Item 4:

Which one of the following roles is required to view the Vulnerability Overview Dashboard?

    A. *sn_vul.vulnerability.read*
    B. *sn_vul.manager*
    C. *sn_vul.ciso*
    D. *sn_vul.vulnerability.write*
       Answer: A