

ServiceNow.CIS-RC.by.TamamJa.90q

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**Exam Code: CIS-RC**  
**Exam Name: Certified Implementation Specialist - Risk and Compliance**



## Exam A

### QUESTION 1

Jim is an Audit Manager. In addition to Audit Manager, which roles should be assigned to ensure he can manage the audit process as well as other GRC functions related to audit? (Choose two.)

- A. sn\_grc.manager
- B. sn\_audit.user
- C. sn\_grc.user
- D. sn\_grc.reader
- E. sn\_grc.developer

**Correct Answer: A, B**

**Section:**

### QUESTION 2

Which table stored the links from Entity to Entity Types?

- A. [sn\_compliance\_m2m\_profile\_profile\_type]
- B. [sn\_risk\_m2m\_risk\_profile]
- C. [sn\_compliance\_m2m\_policy\_profile]
- D. [sn\_grc\_m2m\_profile\_profile\_type]

**Correct Answer: A**

**Section:**

### QUESTION 3

Where does a policy get published to when it is approved?

- A. Knowledge Summit
- B. ServiceNow Library
- C. Authoritative Records
- D. Knowledge Base

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/kingston-governance-riskcompliance/page/product/grcpolicyand-compliance/reference/r\\_PoliciesAndProcedures.html](https://docs.servicenow.com/bundle/kingston-governance-riskcompliance/page/product/grcpolicyand-compliance/reference/r_PoliciesAndProcedures.html)

### QUESTION 4

What GRC module would you access in order to update Entity Types?

- A. Risk > Entities
- B. Scoping > Profiles
- C. Scoping > Entity Types



D. CMDB

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grccommon/concept/c\\_Scoping.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grccommon/concept/c_Scoping.html)

#### QUESTION 5

The ServiceNow Platform requires which external components in order to ingest data from other systems?

- A. The platform includes an SDK template that allows developers to enhance it using Java
- B. A messaging bus needs to be developed
- C. The platform allows XML to be ingested, and it required developers to leverage XSLT to map it properly
- D. The platform has Integration Service that allow users and developers to ingest data from a variety of sources

**Correct Answer: D**

**Section:**

#### QUESTION 6

You are working with your customer to determine necessary audit management workflow configurations. What should they know about the approval process for audit engagements? (Choose three.)

- A. If the engagement is approved and there are remaining open tasks or issues, it automatically moves into the Follow Up state.
- B. If the engagement is approved and there are no remaining open tasks or issues, it automatically moves into the Closed state.
- C. If the engagement is rejected, it automatically moves back to the Fieldwork state.
- D. If the engagement is approved and there are remaining open tasks or issues, it automatically moves into the Fieldwork state.
- E. If the engagement is rejected, it automatically moves into the Scope state.

**Correct Answer: B, C, D**

**Section:**

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/kingston-governance-riskcompliance/page/product/grc-audit/task/approve-reject-engagement.html>

#### QUESTION 7

Which GRC application would you use to manage internal or external consultancy processes that aim to prove the effectiveness of controls?

- A. Audit Management
- B. Risk Management
- C. Vendor Risk Management
- D. Policy and Compliance Management

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/reference/r\\_PolicyComplianceMgmt.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/reference/r_PolicyComplianceMgmt.html)

#### QUESTION 8

What are the Risk Scoring methods available in ServiceNow? (Choose two.)

- A. Quantitative
- B. Qualitative
- C. Inherent
- D. Residual
- E. Calculated

**Correct Answer: A, B**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/helsinki-governance-riskcompliance/page/product/grc-risk/reference/r\\_RiskScoring.html](https://docs.servicenow.com/bundle/helsinki-governance-riskcompliance/page/product/grc-risk/reference/r_RiskScoring.html)

#### QUESTION 9

The Risk thresholds in the Risk Criteria Matrix (default values) do not line up with company needs.

What should you do?

- A. Configure the Risk Criteria in ServiceNow
- B. Identify Risk that will benefit from the default values
- C. Demonstrate Risk scoring scenarios using the default values
- D. Use the default values to determine new company approach

**Correct Answer: A**

**Section:**

#### QUESTION 10

Who can move a Policy into Review? (Choose two.)

- A. sys admin
- B. policy approver
- C. policy reviewer
- D. policy owner

**Correct Answer: A, B**

**Section:**

**Explanation:**

Reference: [https://developer.servicenow.com/app.do#!/event/knowledge18/LAB0296/knowledge\\_18\\_LAB0296\\_policy\\_creation](https://developer.servicenow.com/app.do#!/event/knowledge18/LAB0296/knowledge_18_LAB0296_policy_creation)

#### QUESTION 11

The Citation table is a child table of which parent?

- A. Content
- B. Authority Document
- C. Item
- D. Document

**Correct Answer: B**

**Section:**

**Explanation:**



Reference: [https://community.servicenow.com/community?id=community\\_Question:&sys\\_id=ad77b570db309bcc2e247a9e0f96192f](https://community.servicenow.com/community?id=community_Question:&sys_id=ad77b570db309bcc2e247a9e0f96192f)

**QUESTION 12**

Control Failure Factor represents the impact of Control Failures on what score?

- A. Inherent
- B. Residual
- C. Total
- D. Calculated

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t\\_CreateRisk.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t_CreateRisk.html)

**QUESTION 13**

Which one of the following is not a trigger for issue creation?

- A. Manual issue created by any manager or admin role as well as by audit user
- B. Indicator failure
- C. Risk assessment returns the inherent and residual risk impact as 'Very High'
- D. Attestation returns the result as 'Not Implemented'
- E. Control effectiveness is 'Ineffective' and the state of control test is 'Closed Complete'

**Correct Answer: D**

**Section:**

**QUESTION 14**

GRC Options in Interactive Filters are only available through which feature?

- A. GRC Filtering
- B. Metrics Reporting
- C. Performance Analytics
- D. Trending Analytics

**Correct Answer: C**

**Section:**

**QUESTION 15**

In which state can reviewers either send the Policy back to draft or forward it by requesting approval?

- A. Retired
- B. Published
- C. Awaiting Approval
- D. Review

**Correct Answer: D**



**Section:**

**Explanation:**

Reference: [https://community.servicenow.com/swp?id=community\\_Question:&sys\\_id=0b504fa1db98dbc01dcaf3231f9619a2&view\\_source=searchResult](https://community.servicenow.com/swp?id=community_Question:&sys_id=0b504fa1db98dbc01dcaf3231f9619a2&view_source=searchResult)

**QUESTION 16**

The Risk Scoring values are entered on the Risk Statement. What records inherits the values from the Risk Statement?

- A. Risk Criteria Matrix
- B. Risk Framework
- C. Registered Risk
- D. Risk Response Issue

**Correct Answer: D**

**Section:**

**QUESTION 17**

Which of the following statements correctly describe the risk management lifecycle process?

- A. Access, Identify and Plan, Control, Review
- B. Control, Review, Assess, Identify and Plan
- C. Identify and Plan, Assess, Control, Review
- D. Identify and Plan, Review, Assess, Control

**Correct Answer: A**

**Section:**

**QUESTION 18**

When calculating compliance scores, what is true about the weighting of Controls? (Choose two.)

- A. Controls are not weighted equally by default
- B. The weight cannot be changed
- C. The default value is 10
- D. The weight of the Control is set when the Control is created

**Correct Answer: C, D**

**Section:**

**QUESTION 19**

Which role(s) has the capability to create Policies? Choose two.)

- A. Compliance Manager
- B. Compliance admin
- C. Compliance User
- D. Risk Manager

**Correct Answer: A, B**

**Section:**



**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/task/t\\_DefineAPolicy.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/task/t_DefineAPolicy.html)

**QUESTION 20**

The 'Add to Update Set' utility is available for download via:

- A. ServiceNow Developer site
- B. ServiceNow store
- C. ServiceNow Community
- D. ServiceNow HI support

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: [https://community.servicenow.com/community?id=community\\_blog&sys\\_id=dd0d9079db858098d58ea345ca961925](https://community.servicenow.com/community?id=community_blog&sys_id=dd0d9079db858098d58ea345ca961925)

**QUESTION 21**

What are the four values leveraged for the Inherent and Residual Risk Score Types?

- A. Impact, Probability, SLE, ARO
- B. Impact, Likelihood, SLE, ALE
- C. Impact, Likelihood, SLE, Score
- D. Impact, Likelihood, SLE, ARO

**Correct Answer: A**

**Section:**



**QUESTION 22**

What would you leverage in order to provide users with an alternate user experience to view policies, create policy exceptions, and search for controls?

- A. Help Desk Portal
- B. Catalog Portal
- C. Access Portal
- D. Service Portal

**Correct Answer: B**

**Section:**

**QUESTION 23**

What type of customers may you encounter? (Choose three.)

- A. Organization recently acquired and had some bad audit findings (using ServiceNow GRC to help restart their process)
- B. Organization with little to nothing in place already (implementing one or more core ServiceNow GRC applications)
- C. Organization undergoing a full GRC transformation (implementing all three core ServiceNow GRC applications at once or in a phased approach)
- D. Organization implementing ServiceNow GRC to help ease their Customer Service organization (using other tools to manage other processes)
- E. Organization implementing ServiceNow GRC to help ease their Help Desk organization (using other tools to manage other processes)

**Correct Answer: A, B, D**

**Section:**

**QUESTION 24**

Possible regulations when Entity scoping for Healthcare:

(Choose two.)

- A. HITRUST
- B. FISMA
- C. HIPAA
- D. HETRUST

**Correct Answer: A, C**

**Section:**

**QUESTION 25**

For Control records, who can modify the Control in the Draft state?

- A. All compliance users
- B. Only the Compliance Manager
- C. Only the person assigned the Attestation
- D. Only Control Owners

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://community.servicenow.com/community?id=community\\_Question:&sys\\_id=f2ee79bcd33b8423f4a345ca9619f7&view\\_source=searchResult](https://community.servicenow.com/community?id=community_Question:&sys_id=f2ee79bcd33b8423f4a345ca9619f7&view_source=searchResult)

**QUESTION 26**

Control indicators may be triggered or scheduled in which state?

- A. Retired
- B. Monitor
- C. Review
- D. Attest
- E. Draft

**Correct Answer: D**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t\\_CreateRisk.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t_CreateRisk.html)

**QUESTION 27**

Which role reviews the risk response and moves the Risk record into the Monitor state at the appropriate time?

- A. Risk Manager
- B. Risk User





- C. Risk Reader
- D. Risk Owner

**Correct Answer: A**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t\\_CreateRisk.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-risk/task/t_CreateRisk.html)

#### QUESTION 28

Entity scoping is used for what?

- A. Make sure that all of your Entities have the right visibility
- B. Create and assign controls to the correct users
- C. Create, assign, and manage controls and risks across an enterprise
- D. Scope out the different users and roles that have access to the platform

**Correct Answer: B**

**Section:**

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/newyork-governance-riskcompliance/page/product/grccommon/task/create-a-profile.html>

#### QUESTION 29

The SOX content pack includes a series of policies, control, risks. How are all of these components linked together?

- A. Mapping File
- B. Manually
- C. Automatically
- D. Batch import

**Correct Answer: C**

**Section:**

#### QUESTION 30

UCF has a collection of what? Select all UCF terms.

(Choose three.)

- A. Control Indicators
- B. Authority Documents
- C. Policies
- D. Citations
- E. Controls

**Correct Answer: B, D, E**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-ucfimport/concept/c\\_UCF.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-ucfimport/concept/c_UCF.html)



**QUESTION 31**

What is the minimum role required to create a risk assessment methodology (RAM)?

- A. sn\_compliance.admin
- B. sn\_risk.user
- C. sn\_risk.manager
- D. sn\_risk.admin

**Correct Answer: C**

**Section:**

**QUESTION 32**

Which table stores the links from Policy to Control Objective?

- A. [sn\_compliance\_m2m\_policy\_profile\_type]
- B. [sn\_compliance\_m2m\_policy\_profile]
- C. [sn\_compliance\_m2m\_policy\_statement]
- D. [sn\_compliance\_m2m\_statement\_profile\_type]

**Correct Answer: B**

**Section:**

**QUESTION 33**

What is a risk register?

- A. Repository for all unidentified risks
- B. Repository for risk frameworks
- C. Repository for risk statements
- D. Repository for all identified risks
- E. Repository for risk criteria

**Correct Answer: D**

**Section:**

**QUESTION 34**

Which feature would you use to track completion of certain tasks?

- A. Related Lists
- B. SLAs
- C. Workflow Editor
- D. Notifications

**Correct Answer: C**

**Section:**

**QUESTION 35**

Which GRC application would you use to determine where the organization is the most vulnerable or has the most exposure?



- A. Vendor Risk Management
- B. Audit Management
- C. Policy and Compliance Management
- D. Risk Management

**Correct Answer: D**

**Section:**

**QUESTION 36**

What are the terms for level of risk before and after any actions are taken? (Choose two.)

- A. Operational risk
- B. Digital risk
- C. Inherent risk
- D. Calculated risk
- E. Residual risk
- F. Solved risk

**Correct Answer: A, E**

**Section:**

**QUESTION 37**

What types of tasks are specific to the Audit module? (Choose four.)

- A. Control Attestation
- B. Interview
- C. Walkthrough
- D. Control Test
- E. Activity
- F. Remediation

**Correct Answer: B, C, E, F**

**Section:**

**QUESTION 38**

What baseline criteria determine when notifications are triggered in relation to audit tasks? (Choose two.)

- A. Expiration
- B. At 50% completion
- C. Reassignment
- D. Due date change

**Correct Answer: A, C**

**Section:**



**QUESTION 39**

What minimum role is needed to bulk initiate risk assessments using the risk assessment scheduler?

- A. sn\_grc.business\_user
- B. sn\_risk.user
- C. sn\_risk.admin
- D. sn\_risk.manager

**Correct Answer: D**

**Section:**

**QUESTION 40**

Common controls from UCF import into which table in ServiceNow?

- A. sn\_compliance\_policy
- B. sn\_compliance\_policy\_statement
- C. sn\_compliance\_policy\_exception
- D. sn\_compliance\_authority\_document

**Correct Answer: C**

**Section:**

**QUESTION 41**

An Entity can belong to one or multiple of which of the following?

- A. Entity Types
- B. Information Objects
- C. Departments
- D. Entity Classes

**Correct Answer: B**

**Section:**

**QUESTION 42**

When reviewing the Control Objective Table form with your customer, what are the most common choice lists to be configured? (Choose three.)

- A. Reference
- B. Classification
- C. Category
- D. Type
- E. Description

**Correct Answer: B, C, D**

**Section:**

**QUESTION 43**

For classic risk assessment, what are the risk components that apply to the Qualitative method?



(Choose two.)

- A. Single Loss Expectancy (SLE)
- B. Annualized Rate of Occurrence (ARO)
- C. Impact
- D. Likelihood

**Correct Answer: C, D**

**Section:**

**QUESTION 44**

On which records is the entity a required field? (Choose two.)

- A. Risk
- B. Control
- C. Policy
- D. Control objective
- E. Risk statement

**Correct Answer: A, B**

**Section:**

**QUESTION 45**

Entity Types are applied to which types of records? (Choose three.)

- A. Risk Statement
- B. Issue
- C. Risk
- D. Control Objective
- E. Policy
- F. Control

**Correct Answer: A, C, E**

**Section:**

**QUESTION 46**

What new related list was added to the risk statement and entity records after migrating to advanced risk assessment?

- A. Aggregated risk related list
- B. Risk assessments related list
- C. Risk tolerance related list
- D. Assessment instances related list

**Correct Answer: A**

**Section:**



**QUESTION 47**

What ensures that every time you create an Entity from a specific table, the Class of the Entity is set according to the rule?

- A. Entity class rules
- B. Entity business rules
- C. Entity class assignment
- D. Entity type rules

**Correct Answer: A, D**

**Section:**

**QUESTION 48**

The consolidated assessment feature can be used on which of the following? (Choose two.)

- A. Control tests
- B. Classic risk assessments
- C. Issues
- D. Control attestations

**Correct Answer: C, D**

**Section:**

**QUESTION 49**

Which table stores the links from the Entity Type to Risk Statement?

- A. [sn\_risk\_m2m\_statement\_profile\_type]
- B. [sn\_risk\_m2m\_framework\_profile\_type]
- C. [sn\_risk\_m2m\_risk\_definition\_profile\_type]
- D. [sn\_risk\_m2m\_policy\_profile\_type]

**Correct Answer: A, C**

**Section:**

**QUESTION 50**

For classic risk assessment, indicator failure factor represents the impact of risk indicator failures on what score?

- A. Inherent ALE
- B. Calculated ALE
- C. Residual ALE
- D. Inherent SLE

**Correct Answer: A, B**

**Section:**

**QUESTION 51**

Praveen is a Risk Manager. Why would he want to utilize Entity Types and Entities? (Choose three.)



- A. To monitor risk exposure
- B. To remediate vulnerabilities
- C. To perform risk assessments
- D. To perform policy exceptions
- E. To perform risk reporting

**Correct Answer: A, C, D**

**Section:**

**QUESTION 52**

If you create a control manually and later decide to create them automatically, what will be the result?

- A. ServiceNow will delete the manually created control
- B. ServiceNow creates a duplicate control and notifies the control owner
- C. ServiceNow creates a duplicate control without notifying the control owner
- D. ServiceNow identifies the control and does not create a duplicate

**Correct Answer: D**

**Section:**

**QUESTION 53**

Which of the following records does not have a lifecycle?

- A. Control Objective
- B. Policy
- C. Policy Exception
- D. Control

**Correct Answer: B**

**Section:**

**QUESTION 54**

Which of the following relationship sets are considered a many-to-many relationship? (Choose three.)

- A. Entity Type and Entity Class
- B. Indicator Template and Entity Type
- C. Control and Risk
- D. Control Objective and Entity Type
- E. Entity Type and Entity

**Correct Answer: A, B, E**

**Section:**

**QUESTION 55**

How can you get the SOX content pack?

- A. ServiceNow Store



- B. Patch Update
- C. Platform Upgrade
- D. Professional Services

**Correct Answer: B**

**Section:**

**QUESTION 56**

Critical parts of a successful GRC implementation are understanding the customers current: (Choose three.)

- A. Regulatory requirements
- B. Risk and Compliance personas
- C. GRC processes
- D. Data breaches
- E. Audit failures

**Correct Answer: A, C, D**

**Section:**

**QUESTION 57**

Which of the following are ServiceNow classic risk score types? (Choose three.)

- A. Applied
- B. Calculated
- C. Inherent
- D. Generated
- E. Residual

**Correct Answer: A, D, E**

**Section:**

**QUESTION 58**

A control objective has been related to a risk statement and they've been scoped with the same entity type. What can we expect to occur?

- A. Risks for this risk statement will be moved back into a Review state since there are new factors impacting risk likelihood.
- B. A control for this control objective, with a matching entity, will be related to the registered risk for this risk statement as a mitigating control.
- C. The control objective will be marked as compliant since it is mitigating the related risk statement.
- D. Risk scores will automatically decrease for the risk statement's risks since there are now mitigating controls.

**Correct Answer: B**

**Section:**

**QUESTION 59**

Santa Clara Facility and Boston Facility are examples of what?

- A. Entities
- B. Entity Object





- C. Entity Class
- D. Entity Type

**Correct Answer: C**

**Section:**

**QUESTION 60**

Who should be directly involved in GRC implementations? (Choose four.)

- A. Board of directors
- B. Chief Executive
- C. ServiceNow platform experts
- D. Business Analyst
- E. Risk and compliance experts
- F. CMDB process owner

**Correct Answer: A, C, D, F**

**Section:**

**QUESTION 61**

Which of the following are triggers for automatic creation of an issue? (Choose two.)

- A. Attestation result is Not Implemented
- B. Indicator result is Failed or Not Passed
- C. Policy Exception Not approved
- D. Control tests have been assigned but not tested

**Correct Answer: A, D**

**Section:**

**QUESTION 62**

Risk criteria typically include definitions of different levels of what? (Choose two.)

- A. Impact
- B. Likelihood
- C. Criticality
- D. Importance
- E. Priority

**Correct Answer: A, E**

**Section:**

**QUESTION 63**

Which is not a type of key compliance indicator?

- A. Performance Analytics
- B. Manual



- C. Scripted
- D. Reference
- E. Basic

**Correct Answer: C**

**Section:**

**QUESTION 64**

The Entity Type table has a many-to-many relationship with which tables? (Choose two.)

- A. Risk Statement
- B. Policy
- C. Control
- D. Risk

**Correct Answer: C, D**

**Section:**

**QUESTION 65**

Unified Compliance Framework (UCF) uses a slightly different nomenclature structure than ServiceNow. Common controls from UCF import into which table in ServiceNow?

- A. Control Objective [sn\_compliance\_policy\_statement]
- B. Authority Document [sn\_compliance\_authority\_document]
- C. Control [sn\_compliance\_control]
- D. Citation [sn\_compliance\_citation]



**Correct Answer: B**

**Section:**

**QUESTION 66**

What dependency modeling feature can be used in the Classic UI to build relationships between Entity Classes?

- A. GRC Workbench
- B. Dependency Model Builder
- C. Data Model Designer
- D. GRC Tree Map

**Correct Answer: C**

**Section:**

**QUESTION 67**

Which of the following roles can create a policy? (Choose two.)

- A. Audit User
- B. Compliance User
- C. Compliance Manager
- D. Risk User

E. Compliance Reader

**Correct Answer: A, E**

**Section:**

**QUESTION 68**

Which filter navigation syntax displays the default form view of the Risk table in the Content Frame?

- A. sn\_risk\_risk.form
- B. sn\_risk\_risk.LIST
- C. sn\_risk\_risk.FORM
- D. sn\_risk\_risk.list

**Correct Answer: C**

**Section:**

**QUESTION 69**

What three records need to be set-up when integrating with a provider RSS feed? (Choose three.)

- A. Feed sources record
- B. Provider record
- C. Regulatory Feed record
- D. Connection and Credentials record
- E. Regulatory Change Task record

**Correct Answer: D, E**

**Section:**

**QUESTION 70**

Which of the following are Policy Lifecycle states included in the ServiceNow baseline? (Choose two.)

- A. Expired
- B. Review
- C. Acknowledged
- D. Published
- E. Verified

**Correct Answer: A, C**

**Section:**

**QUESTION 71**

Which of the following extends from Content Table? (Choose two.)

- A. Citation
- B. Policy
- C. Control Objective
- D. Authority Document



**Correct Answer: A, D**

**Section:**

**QUESTION 72**

Which tables extend from the Task table? (Choose two.)

- A. Risk Framework
- B. Risk Response Task
- C. Risk Statement
- D. Risk Event
- E. Risk

**Correct Answer: C**

**Section:**

**QUESTION 73**

What are some of the drivers for customers to get the GRC suite of applications? (Choose four.)

- A. They would like efficiency
- B. They would like integrated reporting
- C. They would like transparency
- D. They would like automated customer service
- E. They would like custom websites
- F. They would like workflow driven processes



**Correct Answer: A, E**

**Section:**

**QUESTION 74**

The Calculated Risk Score utilizes data from the Inherent and Residual Risk scores to determine an adjusted ALE and Score. What other data drives the adjustments?

- A. Audit Scores
- B. Attestation Score
- C. Configuration Test Score
- D. Control and Indicator Failure Factors

**Correct Answer: A**

**Section:**

**QUESTION 75**

The advanced planning capability enables integration of Advanced Audit with PPM. If the advanced planning capability is selected when the audit plan is created, what extra related lists display on the engagement record in addition to the related lists displayed with basic planning? (Choose three.)

- A. Time card
- B. Resource plan
- C. Entities

- D. Cost plan
- E. Milestones

**Correct Answer: A, D, E**

**Section:**

**QUESTION 76**

Which of the following roles can create issues? (Choose three.)

- A. Risk Reader
- B. Compliance Reader
- C. External Auditor
- D. Compliance User
- E. Audit User
- F. Risk Manager

**Correct Answer: B, E, F**

**Section:**

**QUESTION 77**

What would you use in order to accommodate a customer's unique process around policy approvals?

For example, each policy needs a second layer of approval.

- A. Create a new field and create notifications
- B. Add a new related list to keep track of who has already approved it and who hasn't approved yet
- C. Add a UI Action to track who the stakeholders are
- D. Create a new workflow in the workflow editor

**Correct Answer: A**

**Section:**

**QUESTION 78**

What table extends from Document Table?

- A. Risk
- B. Risk Framework
- C. Risk Response Task
- D. Risk Statement

**Correct Answer: A**

**Section:**

**QUESTION 79**

Which of the following are scoped applications related to the Risk and Compliance applications?

(Choose four.)

- A. GRC: GRC Profiles



- B. GRC: Attestation Design
- C. GRC: UCF Compliance
- D. GRC: Policy and Compliance
- E. GRC: Performance Analytics
- F. GRC: Risk Management

**Correct Answer: B, D, E, F**

**Section:**

**Explanation:**

Reference: [https://community.servicenow.com/community?id=community\\_blog&sys\\_id=7d07e198db4b0cdc5ed4a851ca961994](https://community.servicenow.com/community?id=community_blog&sys_id=7d07e198db4b0cdc5ed4a851ca961994)

#### QUESTION 80

Which tables extend the Content (sn\_grc\_content) table? (Choose two.)

- A. sn\_compliance\_citation
- B. sn\_grc\_issue
- C. sn\_compliance\_policy\_statement
- D. sn\_risk\_risk

**Correct Answer: A, C**

**Section:**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/reference/r\\_InstallWPoIAndCompl.html](https://docs.servicenow.com/bundle/orlando-governance-riskcompliance/page/product/grc-policyandcompliance/reference/r_InstallWPoIAndCompl.html)

#### QUESTION 81

All of the following are PARENT tables which exist within the GRC Entities application scope EXCEPT.

- A. Item
- B. Document
- C. Content
- D. Indicator

**Correct Answer: B**

**Section:**

#### QUESTION 82

Which of the following are a part of the GRC: Advanced Risk scope? (Choose two.)

- A. Risk Hierarchy
- B. Risk Assessment Methodologies
- C. Risk Criteria Matrix
- D. Risk Framework

**Correct Answer: A, B**

**Section:**

#### QUESTION 83

Where does one go to configure the Regulatory Change Management impact assessment template?

- A. Risk Assessment Methodologies module
- B. Impact Assessment Flow in Flow Designer
- C. Impact Assessment Templates module
- D. Risk Assessment Templates module

**Correct Answer: C**

**Section:**

**QUESTION 84**

As a customer reaches greater GRC maturity, what can we expect to see occurring across their organization? (Choose three.)

- A. Single Risk and Control frameworks across enterprise available to all stakeholders
- B. Reliance on spreadsheet management for risk reporting
- C. Continuous real-time monitoring of control performance
- D. Cross-functional process automation
- E. Reactive strategies for GRC activities

**Correct Answer: A, C, E**

**Section:**

**QUESTION 85**

Which scheduled jobs in the GRC: Profiles scope help manage the population of Entity records? (Choose two.)

- A. GRC indicator nightly run
- B. GRC Entity and Risk Statement Data Collection
- C. GRC Profile Generation
- D. GRC Refresh Risk Scores

**Correct Answer: A, D**

**Section:**

**QUESTION 86**

Which of the following is the correct statement about Risk Scoring formulas?

- A.  $SLE \times ARO = ALE$
- B.  $ALE \times ARO = \text{Compliance Score}$
- C.  $ALE \times ARO = SLE$
- D.  $\text{Impact} \times \text{Urgency} = ALE$

**Correct Answer: C**

**Section:**

**QUESTION 87**

Service Level Agreements can be used for the which of the following? (Choose two.)



- A. Risk Issues
- B. Risk
- C. Risk Statement
- D. Risk Response Task
- E. Risk Framework

**Correct Answer: A, C**

**Section:**

**QUESTION 88**

Controls are generated from a Control Objective when what is applied to it?

- A. Policy
- B. Citation
- C. Indicator template
- D. Entity Type

**Correct Answer: C**

**Section:**

**QUESTION 89**

In which state is the Policy once all approvals are received?

- A. Review
- B. Published
- C. Draft
- D. Retired
- E. Awaiting Approval

**Correct Answer: B**

**Section:**

**QUESTION 90**

Setting up entity classes is required when using which GRC features? (Choose two.)

- A. Setting up an object-based risk assessment
- B. Adding to the policy exception integration registry
- C. Assessing the impact of a regulatory feed
- D. Leveraging classic risk assessments
- E. Leveraging advanced risk assessments

**Correct Answer: A, E**

**Section:**

