Question: 1

Which of the following is an objective of Vendor Risk Management? (Choose two.)

A. To help vendors improve their security posture and preparedness

B. To assess and manage the risk from interactions with vendors and third parties

C. To help negotiate the best possible price for a product or service from the vendor

D. To verify that vendors have adequate measures and processes in place to ensure profitability of vendor

Answer: A, B

Explanation:

Reference: https://reciprocity.com/resources/what-is-a-vendor-risk-managementprogram/#:~:text=A%20vendor%20risk%20management%20framework,across%20the%20organization's%20supplier%20base

Question: 2

The Vendor records are stored in which table?

A. Company [core_company]

B. Department [cmn_department]

C. Task [task]

D. User [sys_user]

Answer: A

Explanation:

Question: 3

Internal roles include: (Choose three.)

A. Vendor Contact sn_vdr_risk.vendor_contact

B. Vendor Risk Manager sn_vdr_risk_asmt.vendor_risk_manager

C. Primary Vendor Contact sn_vdr_risk_asmt.prim_vendor_contact

D. Vendor Risk Assessor sn_vdr_risk_asmt.vendor_assessor

E. Vendor Risk Reviewer sn_vdr_risk_asmt.vendor_assessment_reviewer

Answer: B, D, E

Explanation:

Question: 4

Roles preceded by sn_vdr_risk are for which scope?

A. GRC: Vendor Risk Remediation

B. GRC: Vendor Risk Core

C. GRC: Risk Management

D. GRC: Vendor Risk Management

Answer: D

Explanation:

Question: 5

Before any changes to the configuration of an application are made, it is recommended that the correct update set and application scope are selected. What role is required for this functionality?

A. The Vendor Administrator role is required for this functionality

B. The Data Administrator role is required for this functionality

C. The User Administrator role is required for this functionality

D. The System Administrator role is required for this functionality

Answer: D

Explanation:

Reference: https://www.bmc.com/blogs/sysadmin-role-responsibilities-salary/

Question: 6

What is the definition of 'Risk Management'?

A. Policies/Standards/Procedures established to ensure an organization is aligned with corporate strategy and expectations are clearly defined

B. The process of conforming to standards, policies, and remediation of audit findings

C. The elimination of vulnerable surface area in an enterprise environment

D. Process to identify, assess, and respond to risks, threats and vulnerabilities that could compromise the business

Answer: D

Explanation:

Reference: https://www.techtarget.com/searchsecurity/definition/What-is-risk-management-andwhy-is-it-important

Question: 7

Which of the following is the main benefit of using the Vendor Portal?

A. Assessments are performed via the Vendor Portal and spreadsheets

B. More efficiently communicating Assessments with a single contact

C. Assessments are shared through the Vendor Portal and email

D. More efficiently completing Assessments via the Vendor Portal

Answer: D

Explanation:

Reference: https://oboloo.com/blog/what-are-the-benefits-of-using-a-vendor-portal-inprocurement/

Question: 8

Baseline email notifications that help to automate the vendor risk management process are installed with which plugin?

A. GRC: Vendor Risk Management

B. GRC: Audit Management

C. GRC: Risk Management

D. GRC: Policy and Compliance Management

Answer: D

Explanation:

Question: 9

Which statement best describes the role assignment of vendor contacts in Vendor Risk Management?

A. When vendor contacts are created, they are automatically assigned the snc_internal role and the snc_external role

B. When vendor contacts are created, they must be manually assigned the snc_external role

C. When vendor contacts are created, they are automatically assigned the snc_internal role

D. When vendor contacts are created, they are automatically assigned the snc_external role

Answer: D

Explanation:

Question: 10

What can a vendor contact do in the Vendor Portal? (Choose four.)

A. Update answers to returned questionnaires

B. Communicate or share information with other vendors of the assessing organization

C. Create new issues and tasks for the vendor risk assessor team

D. Review and respond to issues created by the assessing organization

E. Manage vendor contacts and task assignments within the vendor organization

F. Respond to assessments sent by the assessing organization

Answer: A, D, E, F

Explanation:

Question: 11

Which functions can be performed in the Vendor Portal? (Choose three.)

A. Assessment response

B. Contact Management

C. Issue remediation

D. Schedule web meetings

E. Requests via virtual agent

Answer: A, B, E

Explanation:

Question: 12

Where do vendors manage issues, respond to requests, and fulfill tasks assigned to them?

A. Spreadsheets

B. Vendor Portal

C. ServiceNow Platform

D. Email

Answer: B

Explanation:

Reference: https://www.businesscredentialingservices.com/blog/what-is-a-vendorportal#:~:text=A%20vendor%20portal%2C%20or%20%E2%80%9Csupplier,documents%20and%20invoices%2C%20and%20more

Question: 13

Which statements most accurately describe assignments to vendor contacts? (Choose two.)

A. Individual sections in the questionnaire or document request can be assigned

B. A questionnaire or document request cannot be assigned to multiple vendor contacts

C. A questionnaire can be read by vendor contacts that are not assigned

D. A questionnaire can only be completed by assigned vendor contacts

Answer: A, D

Explanation:

Question: 14

What are the baseline mandatory fields when creating a new Vendor Contact? (Choose three.)

A. Name (First and Last)

B. Vendor

C. Department

D. Email

E. Role

Answer: A, D, E

Explanation:

Question: 15

Which of these options can be used in data cleansing when importing vendor data? (Choose three.)

A. Data Policies

B. Access Control Lists

C. Field Normalization Rules

D. Fix Scripts

E. Data Import or Data Source Transform

F. UI Policies

Answer: C, D, E

Explanation:

Question: 16

Which of the following are functions of the Vendor Risk Assessor? (Choose three.)

A. Enable communications across vendors

B. Access completed assessments from vendors

C. Update vendor contract deadlines

D. Create issues for the vendor

E. Create a Primary Contact record for a Vendor

Answer: B, D, E

Explanation:

Question: 17

What third-party vendor security evaluation solutions are commonly integrated with VRM out-ofthe- box? (Choose two.)

A. MyScoreMetrics

B. Vendor Insights

C. Bitsight

D. Security Scorecard

Answer: C, D

Explanation:

Question: 18

What is the no code option to cleaning data being loaded into the Vendor Risk application?

A. Fix Scripts

B. Field Normalization

C. Import

Answer: B

Explanation:

Question: 19

When will the tiering value appear on the Vendor record?

A. When the Tiering Assessment record state is closed

B. When the Tiering Assessment record state is Tiering Assessment

C. When all tiering assessments have been completed

Answer: C

Explanation:

Question: 20

What can be used to automatically assign a Vendor tier value?

A. A Risk Assessment

B. A configuration setting

C. A Tiering Assessment

D. A Vendor Tiering Rule

E. A Visual Task Board

Answer: D

Explanation:

Question: 21

If clean data is not provided by the customer, what baseline solutions are available within the platform? (Choose three.)

A. Integration hub ETL plugin

B. Field normalization plugin

C. Service graph connector

D. System definition fix scripts module

E. System import transform map scripts

Answer: A, B, D

Explanation:

Question: 22

On the Contact record, there is a field for the Vendor name. This is which field (with a label change) from the sys_user table?

A. sn_vendor

B. company_name

C. company

D. vendor_name

Answer: D

Explanation:

Question: 23

The Template Designer is leveraged to create which of the following? (Choose two.)

A. Document Request Template

B. Assessment Template

C. Vendor Risk Assessment

D. Questionnaire Template

Answer: A, D

Explanation:

Question: 24

All Assessment Metrics within a Metric Category are scored, are rolled up, and get a score of.

A. 0-5

B. 0-100

C. 0-20

D. 0-10

Answer: D

Explanation:

Question: 25

The Template Designer contains which of the following elements? (Choose two.)

A. Option to create an Assessment Template and assign to a vendor

B. Properties for the supported question data types

C. Options to weight questions or sections

D. Design canvas for creating the questions and answers

Answer: B, C

Explanation:

Question: 26

Where can the score for each Assessment Metric or Metric Category be configured?

A. Assessment Metric Category record

B. Assessment Template record

C. Assessment record

D. Assessment Metric Type record

Answer: B

Explanation:

Question: 27

In order to evaluate a vendor on a recurring basis, configure a record in this table:

A. Repeating Surveys

B. Assessment Metric

C. Repeating Assessments

D. Assessment Metric Type

Answer: C

Explanation:

Question: 28

A Document Request Template is a record in which table?

A. Document request item [sn_document_template]

B. Vendor risk assessment [sn_vdr_risk_asmt_assessment]

C. Assessment metric category [asmt_metric_category]

D. Assessment metric type [asmt_metric type]

Answer: A

Explanation:

Question: 29

From an Assessment record, the vendor risk assessor can click on "View Responses" to see which of the following?

A. Issue Responses

B. Email Responses

C. Task Responses

D. Assessment Responses

Answer: D

Explanation:

Question: 30

Which statement best describes the SIG Lite?

A. The SIG Lite is a company specific questionnaire

B. The SIG Lite is a ServiceNow developed questionnaire

C. The SIG Lite assesses basic levels of due diligence and provides a broad but high-level understanding about internal security controls

D. The SIG Lite assesses service providers that store or manage highly sensitive or regulated information

Answer: C

Explanation:

Question: 31

Which of the following statements are true about the Template Designer? (Choose two.)

A. Question weight can be set in the Template Designer

B. Correct answers can be set in the Template Designer

C. Questions can be mandatory in the Template Designer

D. Dependencies between questions cannot be set in the Template Designer

E. Questions cannot be mandatory in the Template Designer

Answer: A, C

Explanation:

Question: 32

Which could have an impact on the vendor's Risk Assessment rating? (Choose three.)

A. Answering one or more questions incorrectly

B. Leaving answers blank

C. Omitting documentation

D. Spelling errors

E. Reassigning a questionnaire to a contact

Answer: A, C, E

Explanation:

Question: 33

During the Generating Observations phase of the Vendor Risk Assessment, what action might be taken by the Risk Assessor?

A. Create issues from the assessment if necessary

B. Update the vendor risk score

C. Email the vendor

D. Answer questions the vendor forgot to answer

Answer: A

Explanation:

Question: 34

For each questionnaire template/assessment metric type, how many vendor risk areas can be designated?

A. One

B. As many as desired

C. None

D. Two

Answer: B

Explanation:

Question: 35

To what type of assessment record can a vendor contact respond?

A. Vendor tiering assessment

B. Vendor risk assessment

C. Customer assessment

D. External monitoring assessment

Answer: B

Explanation:

Reference: https://www.smartsheet.com/content/vendor-assessment-evaluation

Question: 36

What are individual questions within a questionnaire or document request referred to as?

A. Metrics

B. Ratings

C. Templates

D. Tiers

Answer: D

Explanation:

Question: 37

In addition to the "Design canvas", which elements does the Template Designer contain? (Choose three.)

A. Header bar which contains tabs that display different view and a menu of various functions

B. Controls for the supported question data types

C. FAQ Page and Tour option

D. Question and Categories tabs that contain question/categories that were added to the Question Bank

E. Risk criteria to identity conditions and risk areas

Answer: A, B, D

Explanation:

Question: 38

In the baseline, what component sends reminder notifications about assessments?

A. Reminder notifications are triggered on-demand

B. Events fired by a Business Rule

C. A Scheduled Job

D. A Workflow

Answer: C

Explanation:

Question: 39

Vendor Risk Tasks are saved to which one of the following tables?

A. [task]

B. [planned_task]

C. [sn_vendor_risk_task]

D. [sn_vdr_risk_asmt_task]

Answer: C

Explanation:

Question: 40

What is the minimum role required to create a new Vendor Risk Issue?

A. Vendor Risk Assessor [sn_vdr_risk_asmt.vendor_assessor]

B. Vendor Assessment Reviewer [sn_vdr_risk_asmt.vendor_assessment_reviewer]

C. Vendor Risk Manager [sn_vdr_risk_asmt.vendor_risk_manager]

D. System Administrator [admin]

Answer: D

Explanation:

Question: 41

What are the features of Vendor Risk Issues? (Choose two.)

A. Generate audit tasks for the vendor risk team

B. Can only be seen by the customer's vendor risk team

C. Provide vendor direct access to update and respond to Issues

D. Can be generated on-demand or automatically due to an incorrect answer

Answer: C, D

Explanation:

Question: 42

Vendor Risk Issues are usually created in which stage of an Assessment?

A. Responses Received

B. Generating Observations

C. Submitted to Vendor

D. Finalizing with Vendor

Answer: C

Explanation:

Question: 43

A Vendor Risk Task can be created from which of the following records?

A. Policy, Assessment, Vendor

B. Risk, Policy, Assessment

C. Policy, Vendor Risk issue, Assessment

D. Vendor Risk Issue, Assessment, Vendor

Answer: C

Explanation:

Question: 44

What are some of the purposes of a Vendor Risk Issue? (Choose two.)

A. Log access-related incidents for the vendor portal

B. Indicate vendors that need further assessment

C. Accept risks identified in the assessment

D. Track remediation of compliance gaps

Answer: B, D

Explanation:

Question: 45

The VRM issue management process is frequently unique to an organization. What two ServiceNow provided building blocks were covered in this course to help with customer needs that might arise during the lifecycle of VRM issues?
(Choose two.)

A. Flow Designer

B. Service Management

C. Workflow Editor

D. Incident Management

Answer: A, D

Explanation:

Question: 46

In the Vendor Portal, who can reassign Assessments?

A. Vendor Business Owner

B. Vendor

C. Primary Contact

D. Vendor Manager

Answer: D

Explanation:

Question: 47

A Vendor Risk Assessment that consists of a SIG Lite questionnaire and two document requests are displayed as how many total requests in the Vendor Portal?

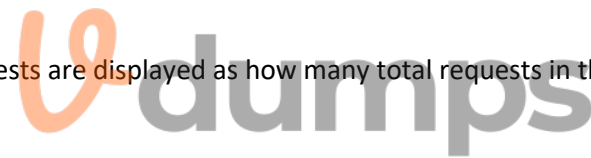A. 2

B. 3

C. 0

D. 1

Answer: B

Explanation:

Question: 48

When an assessor creates an issue or task from the vendor record, it is grouped with other issues or tasks for what ServiceNow entity?

A. Vendor

B. All vendors

C. Assessment

D. Remediation plan

Answer: C

Explanation:

Question: 49

Who is able to change the password for the vendor contact? (Choose two.)

A. Vendor Contract Relationship Manager

B. sys_admin

C. Vendor contact via the Forgot Password link

D. Vendor Risk Reviewer

Answer: B, C

Explanation:

Question: 50

Which statement accurately describes the visibility and audit history of actions and communications in the Vendor Risk Management application?

A. The vendor and assessor interactions are captured in the Vendor Risk Issue record and are only visible from the portal view

B. The Vendor Risk Issues created and the activity and history are lost from the Vendor Assessment Portal when the associated vendor contact changes

C. The Vendor Risk Issues created and the activity and history will remain in the Vendor Assessment Portal even when vendor contacts change

D. The vendor and assessor interactions are captured in the Vendor Risk Issue record and are only visible from the platform view

Answer: C

Explanation:

Question: 51

The assessment page provides an area to import what kind of a completed questionnaire?

A. GDPR

B. SOC1 & SOC2

C. SIG

D. SOX

Answer: D

Explanation:

Question: 52

How are Vendor Risk questionnaires and document requests displayed on the Vendor Portal?

A. As separate requests and can be assigned to different vendor contacts

B. As separate requests and can only be assigned to the same vendor contact

C. As a single assessment assigned to a single vendor contact

D. As a single assessment assigned to a single engagement contact

Answer: C

Explanation:

Question: 53

In the Paris release and beyond, the scoped vendor portal (svdp) will be installed by default but can be overridden in which System Property record to use the legacy/traditional vendor portal (vdp)?

A. sn_vdr_risk_asmt.vendor_portal

B. sn_vdr_risk_asmt.scoped.vendor_portal_endpoint

C. sn_vdr_risk_asmt.vendor_portal_endpoint

D. sn_vdr_risk_asmt.scoped.vendor_portal

Answer: C

Explanation:

Question: 54

Which of these must be true in order for a vendor risk issue to be visible in the Vendor Portal?

A. There must be at least one secondary contact for the vendor

B. The primary vendor contact must have the sn_vdr_issues role

C. Issues are always visible in the vendor portal

D. The Visible in vendor portal field must have a value of true

Answer: D

Explanation:

Question: 55

Which GRC records can be related to an Entity? (Choose three.)

A. Entity Types

B. Vendors

C. Risks

D. Policies

E. Controls

Answer: A, C, D

Explanation:

Question: 56

A vendor is assessed and responds to a question which impacts one of the Controls applied to them.

When is the Control Status updated?

A. When the Vendor Risk Assessment State is Responses Received

B. When the Vendor Risk Assessment State is Finalizing with Vendor or Closed

C. When the Vendor Risk Assessment response is saved

D. When all Questions in the Vendor Risk Assessment have a response

Answer: B

Explanation:

Question: 57

What is the advantage of using both VRM and GRC/IRM?

A. Vendor Risk engagements automatically match with Audit engagements

B. All compliance controls are automatically visible to the vendor risk manage

C. Primary vendor contacts can then see their overall non compliant risk score

D. Non compliant controls automatically adjust the risk score for a vendor entity

Answer: C

Explanation:

Question: 58

On which of the following tables can you create vendor risk reports? (Choose three.)

A. Company [core_company]

B. Vendor Risk Assessment [sn_vdr_risk_asmt_assessment]

C. Vendor Risk Issue [sn_vdr_risk_asmt_issue]

D. Vendor Contact [vm_vendor_contact]

E. Vendor Activity [vm_vendor_activity]

Answer: B, C, E

Explanation:

Question: 59

A Vendor Risk Manager needs to run a report displaying Critical Vendors. On which table would this person run a report?

A. Company [core_company]

B. Vendor Risk Issue [sn_var_asmt_issue]

C. Vendor Contact (vm_vdr_contact]

D. Vendor Risk Assessment [sn_vdr_risk_asmt_assessment]

Answer: D

Explanation:

Question: 60

Key data sources for Vendor Risk reporting include which of the following tables? (Choose two.)

A. Vendor Risk Assessment [sn_vdr_risk_asmt_assessment]

B. Questionnaire Templates [asmt_metric_type]

C. Vendor Benchmark Scores [sn_vdr_client_score]

D. Survey Scores [snc_survey_scores]

E. Vendor Risk Issue [sn_vdr_risk_asmt_issue]

Answer: A, E

Explanation: