ServiceNow Certified Implementation Specialist – Risk and Compliance (CIS-RC) Practice Exam (Sample)

Study Guide

BY EXAMZIFY

Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

• Practice answering questions under realistic conditions,

• Improve accuracy and speed,

• Review explanations to strengthen weak areas, and

• Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Don't worry about getting everything right, your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations, and take breaks to retain information better.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning.

7. Use Other Tools

Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly — adapt the tips above to fit your pace and learning style. You've got this!

Questions

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

   A. GRC Filtering

   B. Metrics Reporting

   C. Performance Analytics

   D. Trending Analytics

2. **Upon rejection, to which state does the engagement return in ServiceNow?**

   A. Follow Up

   B. Closed

   C. Fieldwork

   D. Approved

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

   A. A. Knowledge Summit

   B. B. ServiceNow Library

   C. C. Authoritative Records

   D. D. Knowledge Base

4. **What is a risk register primarily used for?**

   A. A. Repository for all unidentified risks

   B. B. Repository for risk frameworks

   C. C. Repository for risk assessments

   D. D. Repository for all identified risks

5. **What is a key reason for a company to comply with the General Data Protection Regulation?**

   A. A. It stores credit card information

   B. B. It faces the most pervasive cyber-threats

   C. C. It processes data from individuals in the European Union

   D. D. It is publicly traded in the United States

6. **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.

7. **Which table extends from the Content Table?**

   A. Risk Record

   B. Risk Framework

   C. Risk Response Task

   D. Risk Statement

8. **In which state can reviewers send a Policy back to draft or forward it by requesting approval?**

   A. Retired

   B. Published

   C. Awaiting Approval

   D. Review

9. **To enable policy exception requests from other applications, which information must be provided on the integration registry form?**

   A. Audience for requesting policy exceptions

   B. Intended Service Portal

   C. Policy exception target table

   D. Allowed policy acknowledgement campaigns

10. In GRC, what is the purpose of risk definitions?

    A. To identify potential risks to compliance

    B. To establish client relationships

    C. To determine organizational policies

    D. To classify financial investments

Answers

1. C
2. C
3. D
4. D
5. C
6. B
7. D
8. D
9. C
10. A

Explanations

SAMPLE

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

A. GRC Filtering

B. Metrics Reporting

C. Performance Analytics

D. Trending Analytics

The correct answer highlights that GRC Options in Interactive Filters are specifically available through Performance Analytics. Performance Analytics is designed to provide insights and visualizations based on data metrics, allowing organizations to track the effectiveness of their governance, risk, and compliance initiatives. It integrates seamlessly with other ServiceNow functionalities, enabling users to create interactive dashboards that reflect real-time data analysis relevant to GRC. This feature allows for a more dynamic engagement with the data, empowering users to filter and drill down into specific compliance metrics or risks that matter most to their organization. By utilizing Performance Analytics, organizations can gain actionable insights into their GRC initiatives, which enhances decision-making. In contrast, the other choices do not provide the same level of interactive data manipulation that Performance Analytics offers. GRC Filtering is typically more static and may not support the advanced analytics and visualization features that Performance Analytics does. Metrics Reporting focuses on capturing and reporting on data but lacks the interactive filtering capabilities that allow for deep dives into specific data sets effectively. Trending Analytics provides insights into historical data but does not have the interactive filtering functionality that is pivotal for GRC Options.

2. Upon rejection, to which state does the engagement return in ServiceNow?

A. Follow Up

B. Closed

C. Fieldwork

D. Approved

When an engagement is rejected in ServiceNow, it typically returns to the "Fieldwork" state. This state represents the ongoing process of gathering and analyzing information before the engagement can be fully approved and finalized. The "Fieldwork" state allows for further actions to be taken to address the concerns that led to the rejection, such as revising the engagement details or addressing deficiencies that need to be corrected. The other states mentioned would not be appropriate for a rejected engagement. "Follow Up" usually relates to a subsequent phase intended for checking in or ensuring all actions are aligned post-engagement, but doesn't denote the initial phase of ratifying the engagement itself. "Closed" signifies that the engagement has been fully concluded and no further actions are needed, which would not apply in the case of a rejection. "Approved" denotes that the engagement has been successfully validated and can proceed, contradicting the notion of an engagement being rejected. Thus, returning to the "Fieldwork" state allows for further amendments and improvements following rejection.

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

    A. A. Knowledge Summit

    B. B. ServiceNow Library

    C. C. Authoritative Records

    D. D. Knowledge Base

When a policy is approved in ServiceNow, it gets published to the Knowledge Base. The Knowledge Base serves as a repository for storing and managing knowledge articles, manuals, policies, and other relevant documents. This repository allows users within the organization to access the latest and most accurate information. Publishing policies to the Knowledge Base ensures that they are easily reachable by stakeholders who need to reference or comply with them. It also enables a structured way to categorize and find documents, maintaining consistency in communication throughout the organization. Other options like Knowledge Summit or ServiceNow Library may suggest concepts of information sharing or documentation; however, they are not the specific place where ServiceNow policies are officially published. Authoritative Records could imply compliance and governance-related documents, yet it's not the specific term used for the location of approved policies within the ServiceNow framework.

4. What is a risk register primarily used for?

    A. A. Repository for all unidentified risks

    B. B. Repository for risk frameworks

    C. C. Repository for risk assessments

    D. D. Repository for all identified risks

A risk register is primarily utilized as a comprehensive tool for documenting and managing all identified risks within an organization. It serves as a centralized database where risks are not only recorded but also assessed throughout their lifecycle. This includes details such as the nature of the risk, its potential impact, ownership, mitigation strategies, and the status of risk management efforts. By keeping all identified risks in one accessible location, the risk register enables organizations to track, prioritize, and mitigate risks more effectively. It fosters better communication and decision-making by providing stakeholders with a clear view of the risk landscape. The focus on identified risks ensures that proactive measures can be taken to mitigate them, thereby enhancing the overall risk management process. When considering the other options, repositories for unidentified risks, risk frameworks, or risk assessments are not the primary function of a risk register. Each of these has its own purpose within risk management but does not encapsulate the essence of a risk register, which is to manage and provide visibility into risks that have already been recognized.

5. What is a key reason for a company to comply with the General Data Protection Regulation?

 A. A. It stores credit card information

 B. B. It faces the most pervasive cyber-threats

 C. C. It processes data from individuals in the European Union

 D. D. It is publicly traded in the United States

A key reason for a company to comply with the General Data Protection Regulation (GDPR) is that it processes data from individuals in the European Union (EU). GDPR is specifically designed to protect the personal data and privacy of EU citizens. If a company collects, stores, or processes any personal data relating to individuals who are located in the EU, it is obligated to comply with the regulation, irrespective of where the company itself is based. This includes implementing appropriate data protection measures, respecting individuals' rights regarding their personal data, and adhering to stringent compliance requirements. Compliance with GDPR not only helps protect the rights of individuals but also enables organizations to build trust and demonstrate their commitment to data protection. Non-compliance can result in significant fines and reputational damage. Therefore, for companies handling EU residents' personal data, compliance with GDPR is not merely recommended; it is a legal necessity.

6. 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.

When a control objective is related to a risk statement, and both are scoped with the same entity type, it establishes a direct link between the risks and the controls designed to mitigate those risks. This relationship is crucial in the Risk and Compliance framework as it allows for the effectiveness of controls to be assessed in the context of specific risks. As such, a control that is applicable to the same entity as the control objective will be recognized as a mitigating control for the registered risk associated with the risk statement. This means that the control is specifically designed to address or reduce the threats posed by that particular risk. The established relationship informs processes such as risk assessment and reporting, as well as compliance monitoring, which helps organizations manage their risk exposure more effectively. In this context, identifying controls and linking them to relevant risk statements is essential for a robust risk management strategy. The systematic relationship ensures that when risks are evaluated, the controls are also taken into consideration, enhancing the organization's ability to mitigate potential negative impacts effectively.

7. Which table extends from the Content Table?

A. Risk Record

B. Risk Framework

C. Risk Response Task

D. Risk Statement

The correct answer revolves around understanding the structure of tables within the ServiceNow platform, particularly how they relate to content management in the context of risk and compliance. The Content Table serves as a foundational table that provides common fields and functionalities that other tables can inherit. The Risk Statement table extends from the Content Table, meaning it inherits all the characteristics and data structure of that foundational table. This allows the Risk Statement table to leverage the standard features of ServiceNow while also maintaining its specific attributes related to risk management. In this context, the Risk Statement represents a specific type of content that captures the essence of the risks identified within an organization, allowing teams to manage and respond to these risks effectively. By extending from the Content Table, the Risk Statement also benefits from standardized functionalities such as data validation, security, and user interface elements that are applicable across all content types. In contrast, while the other options like Risk Record, Risk Framework, and Risk Response Task also relate to various aspects of risk management within ServiceNow, they do not extend from the Content Table in the same manner. Thus, they do not inherit the same base characteristics that define how content is structured and handled within the platform.

8. In which state can reviewers send a Policy back to draft or forward it by requesting approval?

A. Retired

B. Published

C. Awaiting Approval

D. Review

The correct choice indicates that in the Review state, reviewers have the ability to send the policy back to draft or forward it for approval. This reflects the workflow process in ServiceNow where policies must undergo thorough scrutiny before they can be finalized. During the Review state, policies are still subject to feedback and necessary adjustments; therefore, reviewers can interact with the document by either recommending revisions (sending it back to draft) or moving it forward in the approval process if they find it satisfactory. In contrast, other states like Published or Retired typically imply that the policy is finalized and no longer subject to modifications or review processes. Policies that are Awaiting Approval are in a transitional state where they have already been submitted for approval but have not yet undergone a review by designated reviewers, limiting the ability to send them back for edits or modifications. Thus, the Review state is where the dynamic evaluation of the policy occurs, allowing for active engagement from reviewers.

9. To enable policy exception requests from other applications, which information must be provided on the integration registry form?

A. Audience for requesting policy exceptions

B. Intended Service Portal

C. Policy exception target table

D. Allowed policy acknowledgement campaigns

For enabling policy exception requests from other applications, providing the policy exception target table is critical because it defines where the policy exceptions will be stored and managed within the ServiceNow platform. This ensures that requests are correctly routed to the appropriate table, allowing for effective tracking, approval, or denial of exceptions. The target table acts as the foundational element that connects the integration with the backend data structure. It allows the system to understand which specific areas of policy exceptions the requests pertain to, thus ensuring that the functionality works seamlessly with other applications and processes. While the audience for requesting policy exceptions, the intended service portal, and allowed policy acknowledgement campaigns are relevant to the overall implementation and usability of the policy exception framework, the integration registry form specifically requires information about the target table to facilitate the technical handling of those requests. This makes option C the pivotal piece of information needed for the integration to operate effectively.

10. In GRC, what is the purpose of risk definitions?

A. To identify potential risks to compliance

B. To establish client relationships

C. To determine organizational policies

D. To classify financial investments

In Governance, Risk, and Compliance (GRC), risk definitions serve a critical role in identifying potential risks to compliance. This involves outlining specific types of risks that an organization could face in its operations, which are necessary for effective risk management. By establishing clear definitions of risks, organizations can assess and monitor compliance with regulations, standards, and internal policies.   These definitions help in creating a structured approach to determining which risks require mitigation efforts, fostering a proactive stance towards compliance instead of a reactive one. They provide a framework for evaluating the severity and likelihood of various risks, ultimately aiding organizations in placing focus on areas of greatest concern and ensuring adherence to applicable laws and regulations. The other options, while they may relate to aspects of business planning or investment strategy, do not directly pertain to the primary role of risk definitions within the context of GRC. Establishing client relationships, determining organizational policies, or classifying financial investments are important but distinct functions that do not encapsulate the essence of what risk definitions are designed to achieve in risk management frameworks.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://servicenowcisrc.examzify.com

We wish you the very best on your exam journey. You've got this!