SERVICENOW CERTIFIED IMPLEMENTATION SPECIALIST – RISK AND COMPLIANCE (CIS-RC) PRACTICE EXAM (SAMPLE)

STUDY GUIDE

SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Table of Contents

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. 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.

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. 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. **Which component is essential for mapping controls to risk assessments in GRC?**

   A. Control Objectives

   B. Policy Statements

   C. Risk Profiles

   D. Compliance Frameworks

2. **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

3. **Which of the following is NOT a Risk Response Task available in the Advanced Risk application?**

   A. Risk Transfer

   B. Risk Identification

   C. Risk Mitigation

   D. Risk Control

4. **What content can be ingested into ServiceNow through UCF integration?**

   A. Policies

   B. Risks

   C. Authority Documents

   D. Citations

5. **When a Risk Response task is moved to the Review state, who is notified through Notifications?**

   A. Risk Users

   B. Risk Managers

   C. Risk Reviewers

   D. Risk Approvers

6. In the context of Policy Exceptions, when do audit managers determine whether to audit entities?

A. Test Plan ratings

B. Risk ratings

C. Engagement ratings

D. Indicator ratings

7. What are key prerequisites for a control test task to be generated?

A. A. Engagement is Scope

B. B. Risks have associated assessments

C. C. Entity being scoped has associated controls with test plans

D. D. Controls have a set frequency

8. 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

9. Which four steps are necessary for integrating Policy with O365?

A. Assign required role

B. Set the system property to One Drive

C. Create and configure a Flow

D. Set up the connection record

E. Prepare a script to integrate with O365

F. Activate the Microsoft OneDrive plugins

10. Which of the following statements is true of a Risk Response task?

A. Only one Risk Response task can be related to a Risk at a time

B. Only users with the risk_manager role or higher can be assigned to a Risk Response task

C. The risk admin role is required to assign the Risk Response task

D. The Risk Response task is automatically progressed through the states using a workflow

Answers

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

Explanations

1. Which component is essential for mapping controls to risk assessments in GRC?

A. Control Objectives

B. Policy Statements

C. Risk Profiles

D. Compliance Frameworks

The essential component for mapping controls to risk assessments in Governance, Risk, and Compliance (GRC) is Control Objectives. Control Objectives provide the framework for what a control is designed to achieve in relation to managing risk. They establish clear goals that controls should meet to effectively mitigate identified risks, which in turn allows for a comprehensive assessment of risks against established controls. Control Objectives are critical because they help ensure that there is alignment between the organization's risk management strategy and the specific controls implemented. By defining objectives, organizations can evaluate whether their existing controls are adequate and if they are mitigating the risks as intended. This facilitates a structured approach to risk assessments, where each control is measured against its objective, allowing for more accurate risk evaluation and management. While Policy Statements, Risk Profiles, and Compliance Frameworks play important roles in GRC, they serve different functions. Policy Statements provide the rules and guidelines for behavior within the organization, Risk Profiles categorize and prioritize risks, and Compliance Frameworks set the standards with which the organization must adhere. However, it is the Control Objectives that directly connect controls to the risk assessments, making them the most critical component in this context.

2. 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

The correct answer is that all compliance users can modify the Control in the Draft state. This reflects ServiceNow's design that allows flexibility and broad participation in the management of compliance controls. A Draft state typically indicates that the control is still under development or review, meaning multiple users involved in compliance processes should have the ability to suggest changes, add details, or refine the control before it is finalized. This encourages collaboration among various roles within an organization, ensuring that diverse perspectives are considered in the control's formulation. Broad access helps to enhance the control's effectiveness, as compliance users bring different insights and expertise to the process. Roles like the Compliance Manager, individuals assigned to attestations, or Control Owners may have specific responsibilities or elevated permissions in other contexts, but during the Draft state, the intent is to facilitate input from all compliance users to improve the overall quality and applicability of the control being developed.

3. Which of the following is NOT a Risk Response Task available in the Advanced Risk application?

A. Risk Transfer

B. Risk Identification

C. Risk Mitigation

D. Risk Control

The Advanced Risk application in ServiceNow encompasses a variety of risk response tasks designed to manage and mitigate risks effectively within an organization. Among the options provided, "Risk Control" is not categorized as a formal risk response task found within this application. Risk Transfer involves shifting the risk to a third party, often through insurance or outsourcing, thereby managing the financial impact. Risk Identification is a critical process where potential risks are recognized and assessed. Risk Mitigation focuses on implementing strategies to reduce the impact or likelihood of a risk occurring. In contrast, "Risk Control" does not exist as a distinct task within the Advanced Risk application; rather, it refers to activities that may be part of broader risk management practices, rather than a formalized response task in this specific context. Understanding these nuances is crucial for effectively navigating the ServiceNow Advanced Risk application and utilizing the appropriate tasks for risk management.

4. What content can be ingested into ServiceNow through UCF integration?

A. Policies

B. Risks

C. Authority Documents

D. Citations

The UCF (Unified Compliance Framework) integration in ServiceNow is designed to streamline compliance management by allowing various content types associated with governance, risk, and compliance to be ingested into the platform. Among the provided options, Authority Documents are specifically categorized as the foundational elements of compliance frameworks that outline rules, regulations, standards, and guidelines from which assessments can be derived. Authority Documents serve as key references in compliance management, establishing the credentials and responsibilities of regulatory entities. By integrating these documents through UCF, organizations can ensure they are aligned with current regulations and standards, thus enhancing their compliance posture. This centralizes critical compliance data, making it more manageable and accessible within the ServiceNow ecosystem. While policies, risks, and citations are significant components in the broader context of compliance, they stem from the foundational authority documents and cannot be directly ingested through UCF without establishing a clear regulatory reference. Thus, the focus on Authority Documents emphasizes the importance of having a reliable and structured basis for compliance activities within the ServiceNow platform.

5. When a Risk Response task is moved to the Review state, who is notified through Notifications?

A. Risk Users

B. Risk Managers

C. Risk Reviewers

D. Risk Approvers

The notification process associated with a Risk Response task moving to the Review state is primarily directed towards Risk Managers. This is because Risk Managers are responsible for overseeing the overall risk management process, including the review of risk response tasks. When a task enters the Review state, it indicates that the task is ready for evaluation and requires the attention of someone who is in a position to assess its effectiveness and completeness. By notifying Risk Managers, the system ensures that the individuals with the authority and responsibility to make decisions on the risk responses are kept informed about changes in the status of tasks. This helps facilitate timely oversight and decision-making in risk management activities. In contrast, while Risk Users, Risk Reviewers, and Risk Approvers may play important roles in the risk management framework, they are not specifically designated as recipients for notifications when a task reaches the Review state. Their roles might intersect at different points in the process, but only the Risk Managers are primarily notified of this particular change. This distinction is critical in ensuring that the right individuals are engaged at the right moments in the risk management lifecycle.

6. In the context of Policy Exceptions, when do audit managers determine whether to audit entities?

A. Test Plan ratings

B. Risk ratings

C. Engagement ratings

D. Indicator ratings

The determination made by audit managers regarding whether to audit entities is primarily influenced by risk ratings. Risk ratings are assessments that quantify the level of risk associated with specific entities, activities, or processes. These ratings help audit managers prioritize their focus on areas that pose the greatest risk to the organization. By evaluating risk ratings, audit managers can ensure that their audit resources are allocated most effectively, targeting those areas that could potentially result in significant losses or failures if not properly managed. Other factors such as test plan ratings, engagement ratings, or indicator ratings may play a role in the audit process, but they do not directly determine the decision to audit entities like risk ratings do. Test plan ratings are typically related to specific testing procedures, engagement ratings assess the effectiveness of audit engagements, and indicator ratings may reflect performance metrics, but it is the risk ratings that serve as a critical driver for auditing decisions. This focus on risk assessment aligns with best practices in risk management and compliance, emphasizing the importance of understanding and mitigating risks within the organization.

7. What are key prerequisites for a control test task to be generated?

A. A. Engagement is Scope

B. B. Risks have associated assessments

C. C. Entity being scoped has associated controls with test plans

D. D. Controls have a set frequency

For a control test task to be generated, it is essential that the entity being scoped has associated controls with test plans. This is because the control test task is designed to validate the effectiveness of these controls in managing risks. Without established controls that have defined test plans, there would be no framework through which to assess their adequacy or operational effectiveness. The interaction between controls and their respective test plans provides the necessary structure to carry out evaluations systematically. Other options, although relevant in different contexts, do not directly lead to the creation of a control test task in the same way. For instance, engagement scope and risks with assessments are important components of the risk and compliance landscape, but they do not specifically relate to the existence of controls and associated test plans required for control testing. The frequency of controls relates to how often they are assessed but does not itself create the prerequisite for generating a control test task.

8. 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

The indicator failure factor in classic risk assessment is associated specifically with the calculated Annual Loss Expectancy (ALE). Calculated ALE refers to the total expected loss from a risk over a year considering both the frequency of the risk event and its potential impact. When risk indicators fail, it directly affects the calculated ALE by altering the assumptions or data used to determine potential losses. Inherent ALE reflects the expected losses without considering risk mitigation strategies, so it wouldn't adjust based on failures of risk indicators. Residual ALE pertains to losses after controls are applied, which also wouldn't factor in indicator failures directly. Inherent SLE (Single Loss Expectancy) exclusively addresses the loss potential from a single event, thus lacking the broader context of how multiple indicators might fail and their cumulative impact over a year. Therefore, understanding the dynamics between risk indicators and calculated ALE is essential, as the failure of indicators can lead to inaccurate estimates of risk, which ultimately affects the organization's risk management and mitigation strategies.

9. Which four steps are necessary for integrating Policy with O365?

A. Assign required role

B. Set the system property to One Drive

C. Create and configure a Flow

D. Set up the connection record

E. Prepare a script to integrate with O365

F. Activate the Microsoft OneDrive plugins

Integrating Policy with O365 within the context of ServiceNow involves several important steps, and one of the key prerequisites is to assign the required role. This step is crucial because role assignment ensures that the necessary permissions are granted to users and processes that will be interacting with O365 systems. In the context of ServiceNow, specific roles are designed to manage integrations and facilitate actions that require elevated permissions or special configurations. This foundational step allows for the subsequent configuration of various integrations, as it secures the appropriate access to the necessary resources and features in O365. Without assigning the correct role, the integrations may fail due to insufficient permissions, leading to issues in establishing connections and automating processes that involve both ServiceNow and O365. The other options represent additional steps or configurations that could be part of the overall integration process, but without the foundational step of role assignment, the integration is unlikely to succeed. Overall, assigning the required role is essential for ensuring that all following actions can be performed smoothly and that the integration between Policy and O365 operates effectively.

10. Which of the following statements is true of a Risk Response task?

A. Only one Risk Response task can be related to a Risk at a time

B. Only users with the risk_manager role or higher can be assigned to a Risk Response task

C. The risk admin role is required to assign the Risk Response task

D. The Risk Response task is automatically progressed through the states using a workflow

The statement regarding the Risk Response task being automatically progressed through the states using a workflow is correct because ServiceNow utilizes workflows to manage the lifecycle of various tasks, including Risk Response tasks. This automated progression allows for a more efficient handling of tasks as they move through defined stages, ensuring that all necessary steps are completed in a timely manner. The workflow may include actions such as notifications, approvals, or associated activities that need to happen at each stage of the task, streamlining the process for users involved in risk management. In contrast, the statements regarding the singularity of tasks, role requirements, or administrative functions do not accurately reflect how Risk Response tasks function within ServiceNow. Multiple tasks can be related to the same risk at a given time, which showcases flexibility in addressing different aspects or responses to a risk. The assignment of tasks is not restricted solely to those with the risk_manager role; users with other appropriate permissions can also be involved. Additionally, while an admin role might have certain capabilities, it is not the sole requirement for assigning these tasks. Hence, the automated progression through workflows is the key feature that distinguishes the correct answer.

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!