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

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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.

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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!

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Questions

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1. What is necessary for controls to be generated from a Control Objective?

A. Policy

B. Citation

C. Indicator template

D. Entity Type

2. Controls are automatically moved to which state from the attestation phase?

A. Retired

B. Review

C. Draft

D. Monitor

3. What type of submission method is used for Policy Exceptions via the Service Portal?

A. Indicators

B. Record Producer

C. Control Objectives

D. Controls

4. What collection of tables extends the Document table in ServiceNow?

A. Risk, Control

B. Control Objective, Citation

C. Risk Framework, Policy, Authority Document

D. Risk Statement, Control Objective, Citation

5. What does the term "residual risk" refer to?

A. Risk that remains after controls are applied

B. Initial risk before controls are implemented

C. Risk that is fully mitigated

D. Risk identified in a risk assessment

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6. What are the scenarios under which issues can be created in audit management? (Select four)

A. When an Indicator fails or not pass

B. When a control test is closed Incomplete with the control effectiveness set to effective

C. When a control attestation is completed indicating that the control is Implemented

D. When a control test is closed complete with the control effectiveness set to Ineffective

E. When a control attestation is completed indicating that the control is Not implemented

F. When the attestation result is not implemented

7. What records inherit the Risk Scoring values from the Risk Statement?

A. Risk Criteria Matrix

B. Risk Framework

C. Registered Risk

D. Risk Response Issue

8. Which two types of rules can be defined for Policy Exceptions?

A. Integration Rules

B. Verification Rules

C. Identification Rules

D. Approval Rules

9. What is the next state for a Risk Response Task once it is approved?

A. Closed

B. Work In Progress

C. In Review

D. Review

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

A. Manual issue created by a manager or admin

B. Indicator failure

C. Risk assessment returning a Very High impact

D. Control effectiveness being 'Ineffective'

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Answers

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

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Explanations

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1. What is necessary for controls to be generated from a Control Objective?

A. Policy

B. Citation

C. Indicator template

D. Entity Type

For controls to be generated from a Control Objective, it is necessary to understand the concept of an entity type in the context of ServiceNow's Risk and Compliance framework. The entity type essentially provides the context or framework within which the controls can be applied. It defines the specific area or aspect of the organization that the controls are intended to address, such as business processes, information systems, or physical assets. When a control objective is established, it aims to meet certain compliance or risk management requirements. The controls themselves need to be associated with a particular entity type to ensure that they are relevant and applicable to the specific risks or compliance goals within that entity. This association helps in creating a structured approach to risk management, where the entity type serves as a focal point for developing appropriate controls that address the identified objectives. In contrast, while policies, citations, and indicator templates may play significant roles in the broader governance framework, they do not directly correlate with the generation of controls from the Control Objective. Policies provide overarching guidelines, citations offer references to standards or regulations, and indicator templates help in measuring control effectiveness, but none of these elements define the application context required to generate those controls. Therefore, the entity type is essential for ensuring that the controls are relevant, effective,

2. Controls are automatically moved to which state from the attestation phase?

A. Retired

B. Review

C. Draft

D. Monitor

The correct answer is that controls are automatically moved to the Review state from the attestation phase. In the context of ServiceNow's Risk and Compliance module, the attestation phase is a critical step where controls are being assessed for their effectiveness and compliance with established requirements. Once this attestation is completed, it is necessary for these controls to enter the Review state to facilitate further evaluation. The Review state signifies that the controls have been formally assessed and are now subject to examination by relevant stakeholders or managers. This ensures that the organization can confirm that the controls are in place, functioning as intended, and addressing the pertinent risks effectively. Reviewing allows for an ongoing oversight process, enabling organizations to identify any gaps or areas for improvement. In contrast, other states like Retired, Draft, or Monitor serve different purposes within the lifecycle of a control. Retired indicates that a control is no longer in use and has been phased out. Draft implies that a control is still under development and has not yet been finalized for implementation. Monitor usually represents an ongoing oversight or observation phase where established controls are actively monitored for performance and compliance, rather than moving from attestation. Thus, the pathway from attestation leads directly to the Review state to ensure that controls are evaluated appropriately after their

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3. What type of submission method is used for Policy Exceptions via the Service Portal?

A. Indicators

B. Record Producer

C. Control Objectives

D. Controls

The submission method used for Policy Exceptions via the Service Portal is through Record Producers. A Record Producer is a type of catalog item that allows users to submit records to a table without directly interacting with the form itself. When it comes to managing policy exceptions, a Record Producer simplifies this process by streamlining the data entry for users, enabling them to efficiently create new exception requests. This method is particularly advantageous as it provides a user-friendly interface on the Service Portal, guiding users through the necessary inputs required to generate policy exceptions. It automatically populates the appropriate fields in the designated table, which in this case would focus on policy exceptions, ensuring that the data is collected in a structured manner. The other options do not pertain to the mechanism for submitting Policy Exceptions in the Service Portal. Indicators typically represent statuses or performance metrics rather than serving as methods for submitting records. Control Objectives and Controls relate to governance, risk management, and compliance aspects, but they do not function as submission methods in the context of the Service Portal.

4. What collection of tables extends the Document table in ServiceNow?

A. Risk, Control

B. Control Objective, Citation

C. Risk Framework, Policy, Authority Document

D. Risk Statement, Control Objective, Citation

The correct choice is indeed the collection of tables that extends the Document table, which includes Risk Framework, Policy, and Authority Document. This grouping is significant within the ServiceNow platform as it indicates how various components related to governance, risk management, and compliance are structured. The Risk Framework table provides a structured way to manage the overall risk landscape and helps individuals and organizations align their risk management strategies. Policy tables are essential as they establish the rules and guidelines for operations, ensuring that the organization meets compliance requirements and other necessary regulatory mandates. The Authority Document table links to documented authorities or governing bodies, adding a layer of accountability and reference for compliance with external standards or regulations. Together, these tables create a comprehensive framework that enhances the Document table by enabling more robust risk and policy management capabilities. This structure allows users to effectively link risks, policy implications, and regulatory compliance, ensuring a more organized and accessible method for managing documents associated with risks and compliance efforts.

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5. What does the term "residual risk" refer to?

A. Risk that remains after controls are applied

B. Initial risk before controls are implemented

C. Risk that is fully mitigated

D. Risk identified in a risk assessment

Residual risk refers to the amount of risk that remains after all known risks have been identified and controls have been applied to mitigate them. In the context of risk management, it is essential to understand that while various measures can be taken to reduce or eliminate certain risks, it is often impossible to eliminate all risks entirely. For instance, even after implementing security measures, there may still be a likelihood of a data breach, which represents the residual risk. This concept emphasizes the importance of recognizing that while controls can minimize risk, an inherent level of risk will likely persist. Organizations must continuously assess and monitor residual risk to ensure they are aware of their risk exposure and can make informed decisions about risk management strategies. The other options pertain to different aspects of risk management. Initial risk refers to the state of risk prior to any controls, fully mitigated risk implies that the risk no longer exists (which does not contribute to the analysis of residual risk), and risk identified in a risk assessment is simply the process of determining potential risks before controls are applied. Understanding the distinction is crucial for effective risk management and development of appropriate mitigation strategies.

6. What are the scenarios under which issues can be created in audit management? (Select four)

A. When an Indicator fails or not pass

B. When a control test is closed Incomplete with the control effectiveness set to effective

C. When a control attestation is completed indicating that the control is Implemented

D. When a control test is closed complete with the control effectiveness set to Ineffective

E. When a control attestation is completed indicating that the control is Not implemented

F. When the attestation result is not implemented

In audit management, issues can be created for several scenarios that indicate a problem or deficiency with the controls being tested. The scenario selected correctly highlights a situation where an indicator—often associated with a control's performance—fails to meet the expected standards or does not pass. This failure suggests a potential risk or issue that warrants further investigation and documentation, thus generating an issue in audit management. When an indicator fails, it serves as a trigger to ensure that any underlying problems are addressed, ensuring that the organization maintains compliance and manages its risks effectively. Such scenarios are crucial for providing a clear picture of the effectiveness of controls and for planning subsequent actions. The other scenarios involve either an incomplete or ineffective closure of control tests or attestations. For instance, marking a control effectiveness as ineffective or noting that a control is not implemented are also scenarios that can lead to issue creation as they represent significant concerns about the control environment. While these options indicate problems, the selected option focuses more directly on instances where a failure occurs, which is critical for identifying and managing risks.

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7. What records inherit the Risk Scoring values from the Risk Statement?

A. Risk Criteria Matrix

B. Risk Framework

C. Registered Risk

D. Risk Response Issue

The correct choice, which indicates that Registered Risks inherit the Risk Scoring values from the Risk Statement, is grounded in the hierarchical structure of risk management within ServiceNow. When a Risk Statement is created, it serves as a foundational element that outlines the potential risks associated with a business process or function. Registered Risks are derived from these Risk Statements and carry with them the attributes, including the Risk Scoring values. This inheritance ensures that any assessments, priorities, or categories established within the Risk Statement are reflected in the Registered Risks, facilitating a streamlined approach to risk management. In cases where organizations need to quantify and prioritize their risks, deriving scores from Risk Statements allows for consistent and standardized evaluation. Therefore, when changes occur in the Risk Statement—such as updates to its description or scoring—those changes automatically propagate to the associated Registered Risks, maintaining alignment and accuracy in risk assessment practices. Other choices do not inherit Risk Scoring values in the same way. For instance, the Risk Criteria Matrix and Risk Framework are tools for organizing and contextualizing risk but don't receive scoring inheritance directly from Risk Statements. Similarly, a Risk Response Issue relates to the action plans designed to mitigate risks but does not carry over the scoring values from the original Risk Statement. Thus, the

8. Which two types of rules can be defined for Policy Exceptions?

A. Integration Rules

B. Verification Rules

C. Identification Rules

D. Approval Rules

For Policy Exceptions in the context of ServiceNow Risk and Compliance, Verification Rules are integral as they help to ascertain whether a policy exception fulfills the necessary criteria and aligns with business goals. Verification Rules play a crucial role in the compliance process, ensuring that exceptions are valid and justifiable based on the established policies. These rules focus on checking the compliance status concerning the specified criteria set forth in the policy. By verifying the exceptions, organizations can maintain their compliance posture and manage risks associated with policy deviations effectively. Verification Rules support the broader compliance framework by examining if an exception can be granted while still maintaining a level of adherence to the overall policy objectives. This ongoing verification is essential to ensure that any exceptions do not lead to increased vulnerabilities or risks within the organization.

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9. What is the next state for a Risk Response Task once it is approved?

A. Closed

B. Work In Progress

C. In Review

D. Review

When a Risk Response Task is approved, it typically transitions to the "Review" state as part of its workflow. The "Review" stage allows stakeholders to evaluate the effectiveness of the proposed risk response strategy before moving forward. This state can involve further assessment and discussion, ensuring that all necessary considerations are made regarding the implementation of the risk mitigation plan. The "Review" state serves as a critical checkpoint in the risk management process, ensuring quality control and validation of the risk response before it proceeds to implementation. This approach emphasizes a structured method in risk management where approvals are important, and open communication is maintained throughout the decision-making process. Other stages like "Closed," "Work In Progress," or "In Review" may represent different aspects of the risk management workflow, but they do not accurately reflect the immediate next step after approval in this context. "Closed" indicates the task's completion, while "Work In Progress" typically refers to tasks currently being handled. "In Review" could suggest an earlier evaluation phase rather than a post-approval assessment, making it less suitable in this scenario.

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

A. Manual issue created by a manager or admin

B. Indicator failure

C. Risk assessment returning a Very High impact

D. Control effectiveness being 'Ineffective'

The process of issue creation within the context of risk and compliance management involves several triggers that are designed to facilitate the identification and management of potential risks and issues. One of the key triggers for issue creation is a manual issue raised by a manager or administrator. Such intervention often indicates an immediate concern that needs to be addressed, representing a proactive approach to risk management. Indicator failure also serves as a trigger for issue creation, as it signifies that a monitored risk or area is not performing as expected, and corrective actions may be necessary. Similarly, if a control is evaluated as 'Ineffective,' this indicates that the risk management practices in place are not adequately reducing risk exposure, thus necessitating the creation of an issue to address this deficiency. The impact of a risk assessment, even when categorized as 'Very High,' does not automatically trigger the creation of an issue. While a high impact level highlights a significant concern that should be monitored and may lead to subsequent actions, it does not constitute a definitive trigger for issue creation on its own. In contrast, the other options represent clear, actionable triggers wherein specific conditions signal the need for intervention or follow-up activities. Understanding these distinctions helps to clarify the operational processes within risk management and issue handling within Service

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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!

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