SERVICENOW INTEGRATED RISK MANAGEMENT (IRM) 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. Setting up entity classes is required when using which GRC feature?

A. Adding to the policy exception integration registry

B. Assessing the impact of a regulatory feed

C. Setting up an object-based risk assessment

D. Leveraging classic risk assessments

2. Which RAM-related term is used to describe a method for risk assessment?

A. RAM stands for Risk Assessment Methodology

B. RAM stands for Risk Analysis Model

C. RAM stands for Risk Allocation Module

D. RAM stands for Risk Audit Mechanism

3. What is the condition that must exist to edit the risk scoring logic of a published RAM?

A. All assessment instance records are in the Monitor state

B. All assessment instance records are deleted or canceled

C. All assessment instance records are closed

D. All assessment instance records are in the Draft state

4. 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

5. Which feature of classic risk scoring is frequently configured by customers?

A. Annualized Loss Expectancy

B. Risk Criteria Matrix

C. Control Failure Factor

D. Indicator Failure Factor

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6. Which statement best describes an organization's approach to a GRC deployment?

A. Implement all three core GRC applications at once or in phased approach

B. Implement only policy management

C. Implement only risk management

D. Implement only compliance management

7. Which 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'

8. Which of the following is a valid table name that stores risk definitions in ServiceNow's content model?

A. sn_risk_definition

B. sn_risk_framework

C. sn_risk_risk

D. sn_grc_profile

9. Which record is not required when configuring an RSS feed integration with a provider?

A. Feed sources record

B. Provider record

C. Regulatory Feed record

D. Connection and Credentials record

10. Which table stores the links from Policy to Control Objective in a RAM context?

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]

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Answers

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

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Explanations

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1. Setting up entity classes is required when using which GRC feature?

A. Adding to the policy exception integration registry

B. Assessing the impact of a regulatory feed

C. Setting up an object-based risk assessment

D. Leveraging classic risk assessments

Object-based risk assessments require defining the types of objects you will evaluate. This is done by setting up entity classes, which describe the kinds of objects (and their relevant attributes) that risk will be measured against. The entity classes provide the schema and relationships that enable object-level scoring, impact analysis, and control mapping. Without these classes, there's no framework to attach risks to concrete objects, so the object-based approach can't function properly. Other GRC features—such as policy exception registry workflows or regulatory feed impact analyses—operate on different concepts and don't depend on entity classes. Classic risk assessments also don't use the object-focused model that requires entity classes. Hence, the need to set up entity classes points to object-based risk assessments.

2. Which RAM-related term is used to describe a method for risk assessment?

A. RAM stands for Risk Assessment Methodology

B. RAM stands for Risk Analysis Model

C. RAM stands for Risk Allocation Module

D. RAM stands for Risk Audit Mechanism

The main idea here is understanding what RAM represents in risk assessment. RAM stands for Risk Assessment Methodology, a structured, repeatable approach used to identify, analyze, and rate risks and to decide on appropriate controls and responses. This standardizes how risk assessments are conducted, ensuring consistency and comparability across assets and threats within IRM. The other phrases describe different things, not the method itself: a risk analysis model is more about a specific analytical tool or framework, a risk allocation module would be a component for assigning risk ownership, and a risk audit mechanism refers to auditing risk processes rather than the assessment method.

3. What is the condition that must exist to edit the risk scoring logic of a published RAM?

A. All assessment instance records are in the Monitor state

B. All assessment instance records are deleted or canceled

C. All assessment instance records are closed

D. All assessment instance records are in the Draft state

Editing the risk scoring logic of a published RAM is allowed only when there are no active assessments tied to it. The scoring rules determine how risk is calculated for every assessment under that RAM, so changing them while assessments exist could alter scores already produced or in progress, creating inconsistencies and audit issues. If all assessment instance records are deleted or canceled, there are no active or pending assessments to be affected, allowing the scoring logic to be updated safely. In other states, such as when assessments are ongoing, monitored, closed, or draft, there could still be implications for scoring results, so the change isn't permitted.

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4. 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

Service Portal provides the alternate end-user experience needed to view policies, submit policy exceptions, and search for controls. It's the customizable, end-user-facing interface in ServiceNow that you can tailor for IRM tasks, presenting policies and controls in a searchable, user-friendly way and embedding forms to create policy exceptions. The other options serve different purposes: Help Desk Portal focuses on incidents and support requests; Catalog Portal centers on catalog items and service requests; Access Portal isn't the appropriate interface for this IRM workflow. With Service Portal, you can design pages and widgets that let users browse policies, request exceptions, and efficiently locate controls.

5. Which feature of classic risk scoring is frequently configured by customers?

A. Annualized Loss Expectancy

B. Risk Criteria Matrix

C. Control Failure Factor

D. Indicator Failure Factor

The Risk Criteria Matrix is the feature customers most frequently configure in classic risk scoring. It defines how likelihood and impact are translated into an overall risk level, such as low, medium, high, or critical. By adjusting the matrix, organizations tailor risk ratings to their risk appetite, thresholds, and escalation rules, ensuring that what counts as a high-risk item reflects their business context and priorities. This customization directly shapes how risks are prioritized and remediated across the portfolio. Other options relate to different aspects or methods of risk assessment. Annualized Loss Expectancy comes from quantitative frameworks and isn't the usual customization focus in the classic matrix-based scoring. The Control Failure Factor and Indicator Failure Factor are inputs or components within risk calculations but don't define the primary scoring mechanism that organizations customize most often.

6. Which statement best describes an organization's approach to a GRC deployment?

A. Implement all three core GRC applications at once or in phased approach

B. Implement only policy management

C. Implement only risk management

D. Implement only compliance management

GRC work is most effective when policy, risk, and compliance are connected and co-evolve. Deploying all three core GRC applications—policy management, risk management, and compliance management—either together or in a phased approach keeps the governance data aligned: policies define the controls, those controls are linked to risks, and evidence of compliance is tied back to both. This integrated setup enables end-to-end visibility, faster risk reduction, and smoother audits. If you implement only one area, you miss the connections between policy, controls, risk, and compliance, which diminishes the value of the GRC program. Implementing all three, even in stages, ensures the organization builds a complete, auditable governance framework.

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7. Which 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'

The concept being tested is what events actually cause an issue to be created in IRM. In ServiceNow IRM, issues are triggered by concrete events that require remediation: someone with the right roles can manually create an issue; an indicator failing signals a problem that needs attention; and an attestation result like Not Implemented flags missing or incomplete compliance evidence that should be addressed. These are active triggers that prompt immediate workflow actions. A risk assessment returning inherent and residual risk as Very High is simply a rating output. While it indicates there's a high level of risk, it does not by itself generate an issue unless there are a rule or automation configured to map that rating to issue creation. So that rating is not a trigger, even though it may prompt scrutiny or remediation planning. Thus, the best answer is that the risk assessment rating being Very High is not a trigger for creating an issue, while the other scenarios represent explicit events that would initiate an issue.

8. Which of the following is a valid table name that stores risk definitions in ServiceNow's content model?

A. sn_risk_definition

B. sn_risk_framework

C. sn_risk_risk

D. sn_grc_profile

In ServiceNow IRM, risk definitions are stored in the table sn_risk_definition. This table holds the reusable definitions that describe what constitutes a risk, including attributes like name, description, category, and related metadata. It's the designated place for the definitional templates that other risk records are built from. The other names correspond to different data objects: a framework table would model a collection of risks organized by a framework; a risk table would represent actual risk instances rather than their definitions; and a GRC profile table configures how GRC features are applied rather than storing the fundamental risk definitions. So sn_risk_definition is the correct table for risk definitions.

9. Which record is not required when configuring an RSS feed integration with a provider?

A. Feed sources record

B. Provider record

C. Regulatory Feed record

D. Connection and Credentials record

When setting up an RSS feed integration with a provider, you need the components that define who you're connecting to, how to reach them, and which feeds to pull. The provider record identifies the external source, the connection and credentials record stores the access details, and the feed sources record lists the actual RSS feed endpoints you'll fetch. A Regulatory Feed record isn't part of this standard setup—it's a specialized construct used for regulatory content, not required for a basic RSS integration. So the Regulatory Feed record is the one not needed unless your scope specifically includes regulatory feeds.

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10. Which table stores the links from Policy to Control Objective in a RAM context?

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]

In RAM, a Control Objective is represented as a Statement, and the link between a Policy and those objectives is stored in a many-to-many table designed to connect policies with statements. The table sn_compliance_m2m_policy_statement is exactly that: it maps policy records to statement (control objective) records, enabling a policy to be associated with multiple control objectives and vice versa. The other tables are used for different relationships (policy to profile type, policy to profile, or statement to profile type) and do not capture the policy-to-control-objective linkage. So, the policy-to-control-objective connections are stored in the policy_statement M2M table.

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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://servicenowirm.examzify.com

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

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