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QUESTION 1

What is the ServiceNow application used for process automation?

- A. Knowledge Base
- B. Workflows
- C. SLAs
- D. Service Catalog

Correct Answer: B

Reference: <https://www.servicenow.com/products/workflow.html>

QUESTION 2

Best Practices dictate that when creating a Change task from a Vulnerable Item, which of the following fields should be used for assigning the Assigned To field on the Change task?

- A. Assigned To on Vulnerable Item
- B. Managed By on CMDB_CI
- C. Assigned To on CMDB_CI Record
- D. Best Practice does not dictate a specific field

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/orlando-security-management/page/product/vulnerabilityresponse/reference/vulnerable-item-fields.html>

QUESTION 3

What do Vulnerability Exceptions require?

- A. An Approval by default
- B. An Exception Workflow
- C. A GRC integration
- D. A Filter Group

Correct Answer: C

Reference: https://community.servicenow.com/community?id=community_question&sys_id=f3d5ca2b1bc34890ada243f6fe4bcb4b



QUESTION 4

Where in the platform can you create Filter Groups?

- A. Vulnerability > Administration > Filter Groups
- B. Vulnerability > Groups > Filter Groups
- C. Security Operations > Administration > Filter Groups
- D. Security Operations > Groups > Filter Groups

Correct Answer: C

QUESTION 5

Which application provides the opportunity to align security events with organizational controls, automatically appraising other business functions of potential impact?

- A. Performance Analytics
- B. Event Management
- C. Governance, Risk, and Compliance
- D. Service Mapping

Correct Answer: C

Reference: <https://docs.servicenow.com/bundle/orlando-governance-risk-compliance/page/product/grccommon/reference/grc-terms.html>

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