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QUESTION 1

Which of the following extends from items?

A. Citation

B. Controls

C. Issue

D. Policy

Correct Answer: D

QUESTION 2

Jim is an Audit Manager. In addition to Audit Manager, which roles should be assigned to ensure he can manage the audit process as well as other GRC functions related to audit? (Choose two.)

A. sn_grc.manager

B. sn_audit.user

C. sn_grc.user

D. sn_grc.reader

E. sn_grc.developer

Correct Answer: AB

QUESTION 3

Which GRC application would you use to manage internal or external consultancy processes that aim to prove the effectiveness of controls?

A. Audit Management

B. Risk Management

C. Vendor Risk Management

D. Policy and Compliance Management

Correct Answer: D

Reference: https://docs.servicenow.com/bundle/orlando-governance-risk- compliance/page/product/grc-policyand-compliance/reference/r_PolicyComplianceMgmt.html

QUESTION 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

Correct Answer: B

QUESTION 5

The ServiceNow Platform requires which external components in order to ingest data from other systems?

A. The platform includes an SDK template that allows developers to enhance it using Java

B. A messaging bus needs to be developed

C. The platform allows XML to be ingested, and it required developers to leverage XSLT to map it properly

D. The platform has Integration Service that allow users and developers to ingest data from a variety of sources

Correct Answer: D

QUESTION 6

Why would you create Entity classes?

A. To show relationships between tables or objects you are tracking that doesn\\'t otherwise exist anywhere in ServiceNow

B. To be assigned to risk statements, which generate risks for every Entity listed in the Entity Class

C. To be assigned to Control Objectives, which generate Controls for every Entity listed in the Entity class

D. To show relationships between Entities and Policies and map them directory to Citations

Correct Answer: C

Reference: https://docs.servicenow.com/bundle/orlando-governance-risk-compliance/page/product/grccommon/task/t_CreateProfileTypes.html

QUESTION 7

Who can move a Policy into Review? (Choose two.)

A. sys admin

B. policy approver

C. policy reviewer

D. policy owner

Correct Answer: AB

Reference:
https://developer.servicenow.com/app.do#!/event/knowledge18/LAB0296/knowledge_18_LAB0296_policy_creation

QUESTION 8

The Risk thresholds in the Risk Criteria Matrix (default values) do not line up with company needs. What should you do?

A. Configure the Risk Criteria in ServiceNow

B. Identify Risk that will benefit from the default values

C. Demonstrate Risk scoring scenarios using the default values

D. Use the default values to determine new company approach

Correct Answer: A

QUESTION 9

Which one 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\\'

E. Control effectiveness is `Ineffective\\' and the state of control test is `Closed Complete\\'

Correct Answer: D

QUESTION 10

What table, along with the Policy table, is linked to the Control Objective table by a many- to-many relationship?

A. Entity Class

B. Citation

C. Authority Documents

D. Risk Framework

Correct Answer: B

Reference: https://docs.servicenow.com/bundle/orlando-governance-risk- compliance/page/product/grc-policyand-compliance/reference/r_InstallWPolAndCompl.html

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