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QUESTION 1

What type of customers may you encounter? (Choose three.)

- A. Organization recently acquired and had some bad audit findings (using ServiceNow GRC to help restart their process)
- B. Organization with little to nothing in place already (implementing one or more core ServiceNow GRC applications)
- C. Organization undergoing a full GRC transformation (implementing all three core ServiceNow GRC applications at once or in a phased approach)
- D. Organization implementing ServiceNow GRC to help ease their Customer Service organization (using other tools to manage other processes)
- E. Organization implementing ServiceNow GRC to help ease their Help Desk organization (using other tools to manage other processes)

Correct Answer: ABD

QUESTION 2

What are the Risk Scoring methods available in ServiceNow? (Choose two.)

- A. Quantitative
- B. Qualitative
- C. Inherent
- D. Residual
- E. Calculated

Correct Answer: AB

Reference: https://docs.servicenow.com/bundle/helsinki-governance-risk-compliance/page/product/grcrisk/reference/r_RiskScoring.html

QUESTION 3

Control indicators may be triggered or scheduled in which state?

- A. Retired
- B. Monitor
- C. Review
- D. Attest

E. Draft

Correct Answer: D

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

QUESTION 4

Entity scoping is used for what?

- A. Make sure that all of your Entities have the right visibility
- B. Create and assign controls to the correct users
- C. Create, assign, and manage controls and risks across an enterprise
- D. Scope out the different users and roles that have access to the platform

Correct Answer: B

Reference: <https://docs.servicenow.com/bundle/newyork-governance-risk-compliance/page/product/grcommon/task/create-a-profile.html>

QUESTION 5

Which of the following tables exist within the GRC: Profiles application scope? (Choose three.)

- A. Document
- B. Policy
- C. Risk
- D. Content
- E. Indicator

Correct Answer: BCE

Reference: <https://docs.servicenow.com/bundle/madrid-governance-risk-compliance/page/product/grcpolicy-and-compliance/concept/profiles-policy-compliance.html>

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