



ServiceNow CIS-RCI Mock Exam

Shared by Vazquez on 17-06-2026

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Question 1

Question Type: MultipleChoice

Which of the following are a part of the GRC: Advanced Risk scope? (Choose two.)

Options:

- A- Risk Hierarchy
- B- Risk Assessment Methodologies
- C- Risk Criteria Matrix
- D- Risk Framework



Answer:

A, B

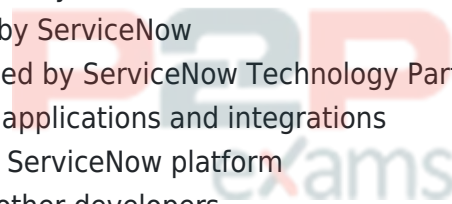
Question 2

Question Type: MultipleChoice

What are some characteristics of the ServiceNow Store? (Select four.)

Options:

- A- Some applications are certified by ServiceNow
- B- All applications are certified by ServiceNow
- C- Applications may be developed by ServiceNow Technology Partners
- D- It houses both paid and free applications and integrations
- E- Applications are built on the ServiceNow platform
- F- Applications are certified by other developers



Answer:

A, C, D, E

Explanation:

[data-sheet/ds-servicenow-store.pdf](#)

Question 3

Question Type: MultipleChoice

What would you leverage in order to provide users with an alternate user experience to view policies, create

policy exceptions, and search for controls?

Options:

- A- Help Desk Portal
- B- Catalog Portal
- C- Access Portal
- D- Service Portal

Answer:

B

Question 4

Question Type: MultipleChoice

Unified Compliance Framework (UCF) uses a slightly different nomenclature structure than ServiceNow. Common controls from UCF import into which table in ServiceNow?

Options:

- A- Control Objective [sn_compliance_policy_statement]
- B- Authority Document [sn_compliance_authority_document]
- C- Control [sn_compliance_control]
- D- Citation [sn_compliance_citation]

Answer:

B

Question 5

Question Type: MultipleChoice

All of the following are PARENT tables which exist within the GRC Entities application scope EXCEPT.

Options:

- A- Item
- B- Document
- C- Content
- D- Indicator



Answer:

B

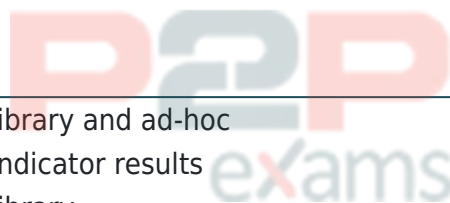
Question 6

Question Type: MultipleChoice

For a particular risk assessment methodology (RAM), the control effectiveness score is calculated based on an individual assessment of controls. What are options for control identification? (Choose three.)

Options:

- A- Controls are identified from library and ad-hoc
- B- Controls are identified from indicator results
- C- Controls are identified from library
- D- Controls are identified ad-hoc
- E- Controls are identified from related issues



Answer:

A, C, D

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