

Unlock the value of ServiceNow IRM

ServiceNow IRM helps transform inefficient processes across your extended enterprise into an automated, integrated, and actionable risk program. By seamlessly embedding risk management, compliance activities, and intelligent automation into your digital business processes and familiar user experiences, you can improve risk-based decision-making and increase performance across your organization and with vendors, to manage the risk to your business in real-time. Only ServiceNow can connect the business, security, and IT with an integrated risk framework that transforms manual, siloed, and unfamiliar processes into a user-friendly, unified program built on a single platform.

This digital transformation is only possible if IRM blends with the natural order of work for every employee. Activities such as completing assessments or attestations, reporting risk events, addressing issues, and acknowledging policies should not take people out of their familiar tools. Upgrading to ServiceNow IRM provides access for all employees and to important capabilities you would not otherwise have access to.

Gain access to important capabilities

Use Case Accelerators - Use Case Accelerators gives you an operational head-start when implementing NIST RMF, NIST CSF, Sarbanes-Oxley, and GDPR DPIAs to name a few. When the accelerator is downloaded and activated in the IRM applications, pre-configured policies, scopes (entities, entity type recommendations), indicators, risks and other elements appear where appropriate.

Operational Risk- The new Advanced Risk application is continuing to develop to manage operational risk with features such as Risk Events and Risk Rollup.

- Risk Events track not only financial losses but also personnel, information assets, IP, and other events that can't be defined in the general ledger but must be easily quantified. Monitoring risk events, relating them to existing risks (if applicable), performing a root-cause analysis, and tracking the remediation tasks are essential to an effective risk management program.
- Risk Rollup provides decision-makers, at all levels of the business, with up-to-date information regarding your organization's risk posture. Using Risk Rollup you can create a risk hierarchy where granular risks roll up to enterprise level risks (ex. "Legal document failure" rolls up to an enterprise risk called "Legal Risk"). Risk scores are calculated at every level of risk (risk statement) from the most granular risk to the highest enterprise level. If a risk exceeds the pre-defined threshold a notification is generated. You can define multiple branches and levels within the risk hierarchy.

Performance Analytics - The ability to tailor dashboards to the unique needs of your stakeholders, be it executives, risk managers, control or service owners is essential. Equally important is the ability to analyze trends and effectively communicate across departments and to the board. Performance Analytics offers powerful reporting capabilities to ensure the information is available in the way your stakeholders need it, so they can make the educated decisions.

Upgrading from ServiceNow ITSA offers many benefits

Use Case Accelerators

Get an operational head-start when adopting new regulations and frameworks.

Operational Risk

Address operational risk from the same platform you use for IT and digital risk.

Performance Analytics

Included with all IRM product packages for advanced reporting and analysis.

Policy & Compliance enhancements

Improve compliance without adding complexity by providing all employees the ability to acknowledge policies through a single interface. And group attestations to make compliance reporting easier.

Mobility, machine learning, and intelligent automation

Work the way you want with new mobile applications. Make use of intelligent search and chatbots to walk you through tasks such as looking up a policy, approving a policy exception, or reporting a risk event.

Position yourself for future benefits

Being on a supported release is the best way to ensure you have access to all the new and exciting features of upcoming releases.

Policy & Compliance made easy - Improve compliance without adding complexity by providing all employees the ability to acknowledge policies through a single interface. Sales, HR, IT, and other departments across the business all have a need to acknowledge policies. Enhancing the user experience is a big focus so capabilities such as grouping attestations or risk assessments are also available to those who upgrade.

Mobility, machine learning, and intelligent automation - Work the way you want with new mobile applications. Make use of intelligent search and chatbots to walk you through tasks such as looking up a policy, approving a policy exception, or reporting a risk event.

Simple use cases only possible with ServiceNow IRM

There many examples of the importance of providing access to IRM for every employee, below are few to consider.

Use Case	Description	Example	With no employee access the process breaks
Control Attestation	The organization needs to reach out into the business from the Compliance functions and ask them if controls (rules) are in place and operating correctly.	Attestations (surveys) sent to IT to see if Change Management is in place. Attestation sent to finance to ensure the books were closed correctly. Attestations sent to sales at the end of quarter to ensure no side deals were done.	Whoever is sending the attestation must fill it out on behalf of the recipient because no one in the business will have access. Also, no one in the business will be able to see their compliance score or risk scores on any dashboards.
Acknowledge Policies	The organization needs employees to acknowledge policies when they onboard, changes in policy, or new policies that get created by leadership.	Code of conduct policy when an employee joins. Insider trading policy on a regular basis. Travel and expense policy outlines acceptable expenses and travel restrictions. Privacy policy dictate employee data is handled.	Acknowledgements will need to occur in other systems and the Now Platform will be required to integrate with them. No users in the business will be able to look up policies or file exceptions to policies.
Issues Management	The organization needs issues identified by compliance or risk assessments to be dealt with by people throughout the business.	Issues around encrypting employee data at rest will require both IT and HR to collaborate. Issues around physical security, a office back door having a broken lock will require both facilities and physical security to work together.	People within the business that must signoff on tasks or approve closure of issues will not be able to do so. Issue owners will be required to act on their behalf – reducing productivity.
Risk Assessment	The organization needs the business, IT, legal, finance, sales, and other teams to respond to risk questionnaires to help the Risk function determine levels of risk.	Physical facility risk assessment for health and safety as well as security risk. IT Application Risk assessment to determine which applications are at risk. New product launch assessment to determine top risks for a new product in the market.	People who work in the Risk function be required to go onsite or call people in the business to fill out assessments on their behalf. People in the business will not be able to respond to assessments or view risk scores to manage their business.

Learn more at www.servicenow.com/grc

