

SERVICENOW GRC: INTEGRATED RISK MANAGEMENT (IRM) IMPLEMENTATION

Course Code: 821282

Learn to effectively manage a Risk Management and Policy and Compliance Management implementation.

This two-day course covers the domain knowledge, common implementation technical aspects, and various processes needed to effectively manage a Risk Management and Policy and Compliance Management implementation, as part of the Governance, Risk, and Compliance (GRC) suite. Audit Management Implementation and Vendor Risk Management Implementation are covered in separate courses.

Through lectures, group discussion, hands-on labs, and demonstrations, participants will build on existing knowledge and skills.

Course topics include:

- GRC Overview
- Implementation Planning
- Entity Scoping
- Policy and Compliance Implementation Approach
- Risk Implementation Approach
- Extended Capabilities

What You'll Learn

During this two-day interactive training course, participants will learn how to run a successful customer Risk and Policy and Compliance implementation. Participants will:

- Practice navigating the Risk and Policy and Compliance applications
- Define key terminology and personas in the Risk and Compliance industry
- Evaluate Risk and Compliance use cases
- Recall the ServiceNow scoping framework and architecture
- Review scoping considerations and techniques that guide the approach for Entity scoping
- Examine Entity scoping examples and practice scoping an organization
- Recall baseline Risk and Policy and Compliance application functionality, security, and architecture
- Examine solution features and implementation considerations
- Discuss supported integrations and share common practices
- Describe available content packs and Performance Analytics capabilities

Who Needs to Attend

This course is suitable for anyone who will be working on a ServiceNow implementation of GRC: Risk Management and GRC: Policy and Compliance Management applications. Examples include:

- Technical Consultants, Implementers, Developers, and Architects - who will be configuring, developing, or supporting the Risk and Policy and Compliance applications
- Project/Program/Engagement Managers - who will be leading implementation of the Risk and Policy and Compliance applications in ServiceNow
- Operations Managers - who will oversee work completed using the Risk and Policy and Compliance applications in ServiceNow

Prerequisites

ServiceNow Platform Implementation (821290) is recommended, but not required.

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VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

Virtual Classroom Live Outline

1.0 Governance, Risk, and Compliance (GRC) Overview 1.1 GRC Positioning and Framework

1.2 Key Terminology

1.3 Technical Details

- Lab 1.1 Preparing to Implement ServiceNow Risk and Policy and Compliance Applications

2.0 Implementation Planning

2.1 Use Cases

2.2 Implementation Team

2.3 Implementation Checklist

2.4 Groups and Roles

- Lab 2.1 Automate Entity Owner Group Membership

3.0 Entity Scoping

3.1 Entity Scoping Overview

3.2 Entity Type Approach

- Lab 3.1 Practice Scoping an Organization

3.3 Entity Class Approach

- Lab 3.2 Entity Class and Dependency Management

3.4 GRC Entities Architecture

4.0 Policy and Compliance Implementation Approach

4.1 Policy and Compliance Record Lifecycles

4.2 Policy and Compliance Architecture

4.3 Common Configurations and Customizations

- Lab 4.1 Create a Policy Acknowledgement Campaign
- Lab 4.2 Control - Performance Analytics Indicator

5.0 Risk Implementation Approach

5.1 Risk Record Lifecycles

5.2 Risk Architecture

5.3 Original Risk Assessment and Risk Scoring

- Lab 5.1 Import Risk Statements with an Import Template

5.4 Advanced Risk Assessment and Risk Scoring

- Lab 5.2 Create and Process an Advanced Risk Assessment

5.5 Common Configurations and Customizations

- Lab 5.3 Monitor Key Risk Indicators

6.0 Extended Capabilities

6.1 Content Packs

6.2 Integrations

6.3 Performance Analytics

6.4 Other Platform Capabilities

May 26 - 28, 2026 | 9:00 AM - 5:00 PM CDT

Jun 10 - 12, 2026 | 9:00 AM - 5:00 PM CDT

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ON-DEMAND

\$0 USD

On-Demand Outline

Welcome to GRC: Integrated Risk Management (IRM) Implementation

- Welcome to the GRC: IRM Implementation
- Request participant guide
- Instance Help

Initiate implementation project

- ServiceNow Store releases and GRC
- ServiceNow integrated risk solution
- Course resources, the innovation lab, and student instance configuration
- Differences between GRC labels and names
- Matching ServiceNow and industry terms
- GRC maturity levels and use cases
- Aglow Travel Co. implementation
- Identify implementation stakeholders and team
- GRC architecture from an implementation perspective
- Application menus and modules
- GRC roles matrix and analysis
- GRC business user role
- Matching GRC roles with capabilities
- Customer Success Center, ServiceNow Community, GRC forum, and Idea Portal

GRC foundational data and entity scoping

- Options for adding content
- Service Level Agreements (SLAs) and notifications
- Security and visibility considerations
- Common feature - User hierarchy
- Common feature - Confidentiality
- Introduction to entity scoping
- Why is entity scoping important?

- Entity scoping - starting points
- Entity generation to entity ownership
- Entity classes
- GRC Workbench
- GRC Profiles architecture

Explore and configure policy and compliance

- GRC Policy and Compliance architecture
- Review Script Includes
- Policy record lifecycle and configuration
- Policy authoring with Office365
- Policy acknowledgement campaigns
- Policy exception configuration
- Control objective configuration and scoring
- Control record lifecycle
- Evidence collection

Explore and configure regulatory change management

- RCM recap
- RCM architecture
- RCM configuration - feed process
- RCM configuration - integrations
- GRC integration with TRRI

Explore and configure risk

- Differences between classic risk and advanced risk assessments
- Risk analogy
- GRC: Risk and GRC: Advanced Risk architecture
- Risk workspace and heatmap workbench
- Risk identification
- Review of advanced risk assessment
- Translate customer requirements
- RAM configuration - Decisions beyond factors
- RAM configuration - Records and risk rollup
- RAM configuration - Assessment record attributes
- Additional details about RAMs and their maintenance
- Risk evaluation and treatment
- Risk integrations

Explore and configure continuous monitoring

- Continuous monitoring overview
- Indicator architecture and configuration
- Introduction to GRC Metrics

Explore and configure issues

- Issue overview and architecture
- Issue configuration

Summary and conclusion

- IRM Implementation Summary and Conclusion

Certified Implementation Specialist – Risk and Compliance Voucher Info

On-Demand Labs

- **Request a Lab Instance**
- **Introduction to lab: Prepare for implementation**
 - ☒ Key takeaways from lab: Prepare for implementation
- **Introduction to lab: Automate control owners group membership**
 - ☒ Key takeaways from lab: Automate control owners group membership
- **Introduction to lab Enable Confidential Records**
 - ☒ Key takeaways from lab Enable Confidential Records
- **Introduction to lab: Respond to Risk Owner Leaving an Organization**
 - ☒ Key takeaways from lab: Respond to Risk Owner Leaving an Organization
- **Introduction to lab: Create Entity Class Rule Management**
 - ☒ Key takeaways from lab: Create Entity Class Rule Management
- **Introduction to lab: Modify policy properties**
 - ☒ Key takeaways from lab: Modify policy properties
- **Introduction to lab: Modify Policy Exception Properties**
 - ☒ Key takeaways from lab: Modify Policy Exception Properties
- **Introduction to lab: Modify control objective properties**
 - ☒ Key takeaways from lab: Modify control objective properties
- **Introduction to lab: Configure Compliance Forms for Evidence Collection**
 - ☒ Key takeaways from lab: Configure Compliance Forms for Evidence Collection
- **Introduction to lab: Integrate an RSS feed with RCM**
 - ☒ Key takeaways from lab: Integrate an RSS feed with RCM
- **Introduction to lab: Configure a Risk Identification Questionnaire**
 - ☒ Key takeaways from lab: Configure a Risk Identification Questionnaire
- **Introduction to lab: Create Factors for a Risk Assessment Methodology (RAM)**
 - ☒ Key takeaways from lab: Create Factors for a Risk Assessment Methodology (RAM)
- **Introduction to lab: Create a RAM and Initiate Risk Assessments**
 - ☒ Key takeaways from lab: Create a RAM and Initiate Risk Assessments
- **Introduction to lab: Continuous monitoring with indicators**
 - ☒ Key takeaways from lab: Continuous monitoring with indicators
- **Introduction to lab: Configure issue management**
 - ☒ Key takeaways from lab: Configure issue management



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PRIVATE GROUP TRAINING

3 Day

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Date created: 4/30/2026 9:01:56 AM

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