SERVICENOW GRC: INTEGRATED RISK MANAGEMENT (IRM) FUNDAMENTALS

Course Code: 835002

Learn about the primary features and roles included in ServiceNow's GRC suite of applications (GRC: Policy and Compliance, GRC: Regulatory Change Management, GRC: Risk Management, GRC: Advanced Risk, and GRC: Advanced Audit).

GRC is a company's strategy for managing corporate compliance and enterprise risk. ServiceNow GRC is a suite of applications within the ServiceNow platform that provides timely, comprehensive, and continuous information for auditing, reporting, and risk and compliance purposes. By using the GRC suite, GRC professionals create a scalable integrated risk management (IRM) program to meet their organization's internal and regulatory requirements.

This course explores the primary features and roles included in GRC: Policy and Compliance, GRC: Regulatory Change Management, GRC: Risk Management, GRC: Advanced Risk, and GRC: Advanced Audit applications. This course is a prerequisite to attending GRC: Integrated Risk Management (IRM) Implementation. GRC: Vendor Risk Management is covered in a separate GRC learning path.

What You'll Learn

Students will learn to,

- Define Governance, Risk, and Compliance (GRC) and the internal and external influences that create a need for it
- Demonstrate the primary features of the GRC suite of applications from the end user perspective
- Define primary GRC roles and responsibilities
- Explain how using an entity framework benefits an organization and creates more efficient management of compliance, risk, and audit
- Describe how to set up entity types, entity filters, and entity classes
- Define key components and terms within compliance activities and connect them to GRC architecture
- Demonstrate the control process to ensure control owners have a method for ensuring compliance
- Describe the policy record lifecycle and analyze a policy exception request
- Demonstrate the policy acknowledgment campaign lifecycle to track policy

acknowledgments from employees
- Define issue management and issue triage
- Define key components and terms within risk activities and connect them to GRC architecture
- Demonstrate the advanced risk assessment lifecycle
- Define indicators and leverage a manual and basic indicator
- Describe the components of audit management that support the audit lifecycle
- Leverage reports and dashboards to increase visibility and drive risk insights across the enterprise

Who Needs to Attend

Students who want to explore the primary features and roles included in GRC: Policy and Compliance, GRC: Regulatory Change Management, GRC: Risk Management, GRC: Advanced Risk, and GRC: Advanced Audit applications.

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On-Demand Outline

Request a Lab Instance

- Request a Lab Instance
- Instance Help

IRM with ServiceNow GRC

- Integrated Risk Management with Servicenow

Create an Entity Framework

- Create an Entity Framework
- Lab Instructions
- Summary and Knowledge Check: Entity Framework

Manage Compliance

- Define a Regulatory Landscape
- Lab Instructions
- Manage Internal Policies
- Lab Instructions
- Monitor Compliance
- Lab Instructions
- Respond to Compliance Issues
- Summary and Knowledge Check: Compliance Management

Remain Current with Regulatory Changes

- Remain Compliant with Regulatory Changes
- Lab Instructions
- Summary and Knowledge Check: Regulatory Change Management

Embed Risk Across the Organization

- Embed Risk Across the Organization

- Lab Instructions
- Summary and Knowledge Check: Risk Management

Manage the Audit Universe

- Manage the Audit Universe
- Summary and Knowledge Check: Audit Management

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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