

# 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

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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

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Date created: 4/9/2026 4:08:58 PM

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