

Governance, Risk, and Compliance (GRC) Fundamentals

1.0 GRC in ServiceNow

1.1 Introduction to GRC

1.2 ServiceNow GRC Architecture

1.3 Users, Groups, and Roles

- Lab 1.1 Cloud Dimensions' Story
- Lab 1.2 User Roles

2.0 Policy and Compliance Management

2.1 Authority Documents and Citations

2.2 Policies and Control Objectives

- Lab 2.1 Create a Password Policy

2.3 Policy Management Process

- Lab 2.2 Publish a Password Policy

2.4 Control Lifecycle

3.0 Entity Scoping

3.1 Entity Definition and Set-up

3.2 Using Entities to Create Controls

- Lab 3.1 Create Entity Types and Entities

4.0 Risk Management

4.1 Risk Architecture

- Lab 4.1 Create Risk Framework and Risk Statements

4.2 Create Risks and their Relationships

- Lab 4.2 Risk Statement Scope

4.3 Risk Scoring and Advanced Risk Functionality

5.0 Process Automation and Monitoring

5.1 Indicators

- Lab 5.1 Define and Execute an Indicator

5.2 Issues Management

- Lab 5.2 Issues Management

5.3 Policy Exception Management

- Lab 5.3 Policy Exception Management

6.0 Audit Management

6.1 Managing Engagements

6.2 Audit Testing

- Lab 6.1 Create and Scope Engagement

