

# ServiceNow GRC: Third-party Risk Management (TPRM) Implementation

## Course Description

The ServiceNow GRC – Third-party Risk Management Implementation course provides comprehensive training on the Third-party Risk Management (TPRM) application within the Governance, Risk, and Compliance (GRC) suite. This course is designed for managers, assessors, and other risk and compliance professionals responsible for managing third-party risk. Participants will gain a deep understanding of TPRM capabilities, benefits, and its integration with core GRC applications.

## Audience

This course is tailored for managers, assessors, and risk/compliance professionals engaged in third-party risk management. It is suitable for those seeking in-depth knowledge of TPRM implementation, configuration, and integration within the broader GRC framework.

## Pre-requisite Knowledge/Skills

Recommended Prerequisites:

- Governance, Risk, and Compliance (GRC) Fundamentals

Required Prerequisites:

- ServiceNow Fundamentals, or equivalent knowledge
- GRC: Third-Party Risk Management (TPRM) Fundamentals

## Course Objectives

- Upon completion of this course, participants will:
- Describe the capabilities and benefits of Third-party Risk Management.
- Define key terminology, concepts, and roles associated with TPRM.
- Effectively manage the third-party portfolio and third-party risk tiers.
- Navigate the TPRM application components and prepare for implementation.
- Configure core data elements such as Third Parties, Contacts, and Inherent Risk Questionnaires (IRQs).
- Create and modify various assessments using the Assessment Designer.
- Implement baseline and custom workflows as needed.
- Configure the Third-party Assessment Portal.
- Understand the relationship between assessment questions and GRC applications.

# Course Outline

## Module 1: Third-party Risk Management Fundamentals

- Introduction to Third-party Risk Management
- Managing Third-party Portfolio
- Creating and Assigning Assessments
- Responding to a Risk Assessment
- Processing Responses to Risk Assessments
- Reporting and Integration

## Module 2: Technical Details

- Core Configuration
- Third-party Portfolio Configuration
- Third-party Contacts Configuration
- Third-party IRQ (Tiering) Configuration
- Third-party Risk Intelligence Scoring Configuration

## Module 3: Assessment Configuration

- Basics of Assessments
- Risk Assessment Configuration
- Risk Assessment Generation
- Risk Assessment Calculations and Assessment Lifecycle

## Module 4: Approval and Workflow Process Changes

- IRQ Approval
- Third-party Risk Issues Approval
- Third-party Risk Process Workflows

## Module 5: Third-party Portal Configuration

- Configuring the Third-party Portal

## Module 6: Application Relationships

- ServiceNow GRC Overview

- Monitoring Risk and Control Compliance
- Other Application Relationships

### **Module 7: Dashboards and Reports**

- Creating Dashboards and Reports

### **Module 8: Course Summary and Conclusion**

- Summary and Additional Information
- Certified Implementation Specialist – Third-party Risk Management Voucher Info