ServiceNow GRC: Integrated Risk Management (IRM) Implementation

Course Description

The ServiceNow GRC: Integrated Risk Management (IRM) Implementation course is designed to equip participants with the comprehensive knowledge, technical skills, and practical expertise necessary for effective implementation of ServiceNow's Governance, Risk, and Compliance (GRC) suite. This course focuses on GRC: Policy and Compliance Management, GRC: Risk Management, and GRC: Advanced Risk applications. Through recorded lectures, demonstrations, and hands-on labs, participants will build on their existing implementation knowledge to navigate various processes and functionalities within the GRC suite.

Audience

This course is ideal for ServiceNow administrators, implementation specialists, and professionals involved in risk and compliance management. It is suitable for individuals seeking to enhance their expertise in GRC: IRM Implementation to effectively manage policy and compliance, risk assessment, and advanced risk functionalities within the ServiceNow platform.

Pre-requisite Knowledge/Skills

Prerequisite Courses:

1. ServiceNow GRC: Integrated Risk Management (IRM) Fundamentals
2. Welcome to ServiceNow and ServiceNow Administration Fundamentals -

Recommended Prerequisites: To maximize the benefits of this course and prepare for the Certified Implementation Specialist exam for Risk and Compliance, it is recommended to complete the following prerequisites:

1. GRC: Audit Management Essentials
2. GRC: Regulatory Change Management (RCM) Essentials
3. GRC: Classic Risk Assessment Fundamentals

Course Objectives

Upon completion of the ServiceNow GRC: IRM Implementation course, participants will be able to:

- Navigate GRC: Policy and Compliance Management, GRC: Risk Management, and GRC: Advanced Risk applications.
- Define key terminology and personas in the GRC industry.
- Evaluate risk and compliance use cases.
- Review entity scoping considerations and techniques.
- Discuss baseline application functionality, security, and architecture.
- Examine advanced risk assessment functionality, setup, and configurations.
- Explore solution features and implementation considerations.
- Discuss supported integrations and share common practices

Course Outline

1. **Welcome to GRC: IRM Implementation**
   - Welcome to the GRC: IRM Implementation
   - Request a Participant Guide
   - Request a Lab Instance
   - Instance Help
2. **Implementation Planning**
   - ServiceNow Store Releases and GRC
   - ServiceNow Integrated Risk Solution
   - Course Instance Configuration
   - Matching ServiceNow and Industry Terms
   - The Journey to IRM
   - Customer Aglow Travel Co.
   - Introduction to Lab: Prepare for Implementation
   - Key Takeaways from Lab: Prepare for Implementation
   - Identify Implementation Stakeholders and Team
   - GRC Architecture
   - Application Menus and Modules
   - Core GRC Roles Matrix
   - GRC Business User Role
   - Implementation Resource
   - Additional Implementation Resources
   - Introduction to Lab 1-2
   - Key Takeaways Lab 1-2
3. **Policy and Compliance**
   - Primary Table Relationships
   - Table Architecture
   - Compliance Roles

- Policy Record Lifecycle
- Policy Authoring Workflow
- Introduction to Lab: Modify Policy Properties
- Key Takeaways from Lab: Modify Policy Properties
- Control Objective Record Lifecycle
- Controls - Type Overview
- Control Record Lifecycle
- Unique Controls provide Control Objective Granularity
- Introduction to Lab 3.2: Create a Unique Control
- Control Function - Standard vs Common
- Introduction to Lab 3.3: Convert a Standard Control
- Consolidated Attestation
- Compliance Score Calculation
- Policy Acknowledgement Lifecycle
- Policy Exception
- Introduction to Lab 3.4: Modify Policy Exception Properties

4. **Entity Framework**

- Overview Entities
- Why is Entity Scoping important?
- Common Entity Class Taxonomies
- GRC Workbench
- Introduction to Lab 2.1 & Key Takeaways
- Entity Type Scoping Strategies
- Entity Filters
- Banking Industry Example
- Entity Ownership
- Introduction to Lab: Sync Entity
- GRC Profiles Application Scope

5. **Risk and Advanced Risk**

- Classic vs Advanced Risk
- Primary Table Relationships
- Table Architecture
- Primary Table Relationships ARA
- Risk Roles
- Risk Team
- Risk Appetite – Terminology
- Risk Appetite Flow
- Risk Appetite User Journey 1
- Risk Appetite User Journey 2
- Fortunate Banking

- Translate Customer Requirements
- From spreadsheet to RAM
- Factor Contribution
- Introduction and Key Takeaways Lab 4.1
- RAM Initiation Guided Setup
- RAM Configuration Set Assessment context
- RAM Assessment Configuration Options
- Building a RAM
- Introduction to Lab 4.1
- Key Takeaways Lab 4.2
- Baseline IT Risk Assessment
- Setting the primary RAM
- Risk Rollup Configuration
- RAM configuration for objects
- ARA Lifecycle
- Approval Workflows for Risk Assessments
- Risk Approval

6. **Continuous Monitoring**
   - Go beyond the status quo
   - Technology Controls Content Pack
   - Configuration Compliance
   - Vulnerability Response
   - Human Resources
   - Indicator Types
   - Indicator Architecture
   - Build Indicator Templates
   - Introduction to Lab: Continuous Monitoring with Indicators
   - Key Takeaways from Lab: Continuous Monitoring with Indicators
   - GRC Metrics

7. **GRC Common Elements**
   - User Hierarchy
   - User Hierarchy Demonstration - End User Copy
   - User Hierarchy Demonstration - Configuration Copy
   - Confidential Records
   - Introduction to Lab - Enable Confidentiality
   - Key Takeaways - Enable Confidentiality
   - Issue Triage
   - Triage Configuration
   - Issue Configurations
   - Introduction to Lab: Configure Issue Management

- Key Takeaways from Lab: Configure Issue Management

8. **Summary and Conclusion**
   - IRM Implementation Summary and Conclusion

9. **Certified Implementation Specialist – Risk and Compliance Voucher Info**
   - Congratulations on completing GRC: Integrated Risk Management (IRM) Implementation On Demand!