

# ServiceNow GRC: Integrated Risk Management (IRM) Fundamentals

## Course Description

The ServiceNow GRC Fundamentals course provides a comprehensive exploration of Governance, Risk, and Compliance (GRC) strategies within an organization. Participants will gain hands-on experience with the ServiceNow GRC suite of applications, learning to manage corporate compliance, enterprise risk, and audit processes efficiently. This course covers key components such as Policy and Compliance, Regulatory Change Management, Risk Management, Advanced Risk, and Advanced Audit applications. Through practical labs and theoretical insights, participants will be equipped to establish an Integrated Risk Management (IRM) program tailored to internal and regulatory requirements.

## Audience

This course is designed for GRC professionals, compliance officers, risk managers, and individuals responsible for audit and governance processes within organizations. It is suitable for those seeking a foundational understanding of ServiceNow GRC or preparing for more advanced GRC implementation.

## Pre-requisite Knowledge/Skills

No specific prerequisites are required for this course. However, participants are encouraged to have a basic understanding of governance, risk, and compliance concepts within their organizational context.

## Course Objectives

- Define Governance, Risk, and Compliance (GRC) and understand the internal and external influences driving the need for it.
- Demonstrate proficiency in utilizing the primary features of the ServiceNow GRC suite from an end-user perspective.
- Define key roles and responsibilities within the GRC framework.
- Explain the benefits of an entity framework for efficient management of compliance, risk, and audit.
- Guide participants through the setup of entity types, entity filters, and entity classes.
- Define and understand key components and terms related to compliance activities, including policy records and control processes.
- Demonstrate the advanced risk assessment lifecycle and leverage indicators for risk management.
- Explore components of audit management supporting the audit lifecycle.
- Utilize reports and dashboards to enhance visibility and drive risk insights across the enterprise.

# Course Outline

## Module 1: Introduction

- Request a Lab Instance
- Instance Help

## Module 2: Integrated Risk Management (IRM) with ServiceNow GRC

- IRM with ServiceNow GRC
- Integrated Risk Management with ServiceNow

## Module 3: Entity Framework

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

## Module 4: Compliance Management

- 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

## Module 5: Regulatory Change Management

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

## Module 6: Risk Management

- Embed Risk Across the Organization
- Lab Instructions
- Summary and Knowledge Check: Risk Management

## **Module 7: Audit Management**

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