

ServiceNow GRC: Integrated Risk Management (IRM) Implementation

Course Description:

This course provides in-depth domain knowledge, technical expertise, and process understanding required to implement ServiceNow's Governance, Risk, and Compliance (GRC) suite effectively. Participants will focus on the implementation of GRC: Policy and Compliance Management, GRC: Risk Management, and GRC: Advanced Risk applications. The course includes recorded lectures, demonstrations, and hands-on labs to develop tactical implementation skills and strategies aligned with Integrated Risk Management (IRM) goals.

Audience Profile:

This course is designed for ServiceNow implementers, system administrators, consultants, and GRC professionals responsible for deploying and configuring GRC: IRM applications. It is ideal for individuals preparing to take the Certified Implementation Specialist (CIS) – Risk and Compliance certification exam.

Prerequisites:

Required:

- GRC: Integrated Risk Management (IRM) Fundamentals
- Welcome to ServiceNow
- ServiceNow Administration Fundamentals

Recommended (for CIS Exam Preparation):

- GRC: Audit Management Essentials
 - GRC: Regulatory Change Management (RCM) Essentials
 - GRC: Classic Risk Assessment Fundamentals
-

Course Objectives:

Upon completion of this course, participants will be able to:

- Navigate and configure GRC: Policy and Compliance Management, Risk Management, and Advanced Risk applications
- Define key terminology and personas relevant to the GRC industry
- Evaluate and analyze risk and compliance use cases
- Understand entity scoping considerations and implement appropriate strategies
- Review baseline GRC application functionality, architecture, and security
- Configure and manage advanced risk assessment functionality
- Implement GRC solutions with awareness of key features and technical considerations
- Explore supported integrations and industry best practices

Table of Contents

Module 1: eBook Help

- Welcome to GRC: Integrated Risk Management (IRM) Implementation
- Welcome to the GRC: IRM Implementation
- Request a Participant Guide
- Request a Lab Instance
- Instance Help

Module 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 – Update business user lite role
- Key Takeaways Lab 1. 2

Module 3: Entity Framework

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

Module 4: 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

Module 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 – Create Manual and Group Factors for a RAM
- RAM Initiation Guided Setup
- RAM Configuration Set Assessment Context
- RAM Assessment Configuration Options
- Building a RAM
- Introduction to Lab 4.2 – Configure a Ram and Simulation
- 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

Module 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

Module 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

Module 8: Summary and Conclusion

- IRM Implementation Summary and Conclusion
- Certified Implementation Specialist – Risk and Compliance Voucher Info