



iGRC CONTENT



Harmonized laws, regulations and industry standards that automatically load into the ServiceNow GRC policy module

Highlights

- Information Risk Management
- Enterprise Risk Management
- Operational Risk Management
- Over 500 sources including both IT and business mandates
 - Healthcare
 - Financial Services
 - Oil & Gas
 - Etc.

Benefits

- Quarterly updates provided like clockwork
- Integrated risk and compliance model increases efficiency
- FTE cost avoidance versus managing the process in-house
- Easy to use with management taxonomy and layman terms
- Verbatim mandates linked

REGULATORY CHANGE MANAGEMENT



Provides assurance that policies, baselines and controls are compliant with regulations

Highlights

- Forms and workflows to automate the management of an ever changing regulatory environment
 - Phase 1 – Select Sources
 - Phase 2 – Update Guidance
 - Phase 3 – Enhance Controls

Benefits

- Assurance that new laws are onboarded and applied to processes, applications, etc.
- Positive confirmation that policies, baselines and controls are aware and compliant

CASE STUDY – PCI DSS 3.2 RELEASED

1. Impacted harmonized requirements are automatically identified
2. Policy and control baselines are updated and confirmed via tasks
3. Attestation of control enhancements made to address new multifactor authentication specifications, etc.

PCI DSS 3.2 Requirement Impact Summary Report

Regulatory Requirement	Source Sections Count
IRM - User and Help Desk Support	5
IRM - Incident Response Plan	1
IRM - Quality Assurance Standards	2
IRM - Holistic Business Continuity Planning	1
IRM - Implement Procedures to Ensure Policy Compliance	1
IRM - Manage IT Investments	9
IRM - Continuity Plans	5
IRM - Ownership of Assets	1
IRM - Trustworthy computing program	1
IRM - Equipment Maintenance	1
IRM - Risk Treatment	2
IRM - Automated Inventory System	1



1. SELECT SOURCE

- Quarterly iGRC Content updates received
- Select new sources, remove retired sources
- Autogenerate impact reports
- Approve treatment



2. UPDATE GUIDANCE

- Automated tasks surgically sent to impacted baseline controls
- Policy review task
- Material changes to baselines triggers control enhancement process



3. ENHANCE CONTROLS

- Control owners receive a task to review and enhance their controls per new mandate
- Track issues and corrective action plans