

## ServiceNow GRC: Integrated Risk Management Implementation

Duration: 3 Days    Course Code: SNIRMI    Delivery Method: Virtual Classroom

### Overview:

#### Learn to effectively manage a Risk Management and Policy and Compliance Management implementation.

This three-day course covers the domain knowledge, common implementation technical aspects, and various processes needed to effectively manage a Risk Management and Policy and Compliance Management implementation, as part of the Governance, Risk, and Compliance (GRC) suite. Audit Management Implementation and Vendor Risk Management Implementation are covered in separate courses. Through lectures, group discussion, hands-on labs, and demonstrations, participants will build on existing knowledge and skills. Course topics include: GRC Overview, Implementation Planning, Entity Scoping, Policy and Compliance Implementation Approach, Risk Implementation Approach, and Extended Capabilities.

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

This course is suitable for anyone who will be working on a ServiceNow implementation of GRC: Risk Management and GRC: Policy and Compliance Management applications. Examples include: Technical Consultants, Implementers, Developers, and Architects who will be configuring, developing, or supporting the Risk and Policy and Compliance applications Project/Program/Engagement Managers who will be leading implementation of the Risk and Policy and Compliance applications in ServiceNow Operations Managers who will oversee work completed using the Risk and Policy and Compliance applications in ServiceNow

### Objectives:

- During this three-day interactive training course, participants will learn how to run a successful customer Risk and Policy and Compliance implementation. Participants will:
  - Examine Entity scoping examples and practice scoping an organization
- Practice navigating the Risk and Policy and Compliance applications
  - Recall baseline Risk and Policy and Compliance application functionality, security, and architecture
- Define key terminology and personas in the Risk and Compliance industry
  - Examine solution features and implementation considerations
- Evaluate Risk and Compliance use cases
  - Discuss supported integrations and share common practices
- Recall the ServiceNow scoping framework and architecture
  - Describe available content packs and Performance Analytics capabilities
- Review scoping considerations and techniques that guide the approach for Entity scoping

### Prerequisites:

- SNF - ServiceNow Fundamentals
- SNPI - ServiceNow Platform Implementation

### Testing and Certification

Certified Implementation Specialist - Risk and Compliance (RC)

## Content:

1.0 Governance, Risk, and Compliance (GRC) Overview	3.2 Entity Type Approach	5.3 Original Risk Assessment and Risk Scoring
1.1 GRC Positioning and Framework	■ Lab 3.1 Practice Scoping an Organization	■ Lab 5.1 Import Risk Statements with an Import Template
1.2 Key Terminology	3.3 Entity Class Approach	5.4 Advanced Risk Assessment and Risk Scoring
1.3 Technical Details	■ Lab 3.2 Entity Class and Dependency Management	■ Lab 5.2 Create and Process an Advanced Risk Assessment
■ Lab 1.1 Preparing to Implement ServiceNow Risk and Policy and Compliance Applications	3.4 GRC Entities Architecture	5.5 Common Configurations and Customizations
2.0 Implementation Planning	4.0 Policy and Compliance Implementation Approach	■ Lab 5.3 Monitor Key Risk Indicators
2.1 Use Cases	4.1 Policy and Compliance Record Lifecycles	6.0 Extended Capabilities
2.2 Implementation Team	4.2 Policy and Compliance Architecture	6.1 Content Packs
2.3 Implementation Checklist	4.3 Common Configurations and Customizations	6.2 Integrations
2.4 Groups and Roles	■ Lab 4.1 Create a Policy Acknowledgement Campaign	6.3 Performance Analytics
■ Lab 2.1 Automate Entity Owner Group Membership	■ Lab 4.2 Control – Performance Analytics Indicator	6.4 Other Platform Capabilities
3.0 Entity Scoping	5.0 Risk Implementation Approach	
3.1 Entity Scoping Overview	5.1 Risk Record Lifecycles	
	5.2 Risk Architecture	

## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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