

Starting your ServiceNow Risk product implementation journey

2026

Your ServiceNow implementation journey

ServiceNow overview

Introduction to the ServiceNow Risk product
portfolio

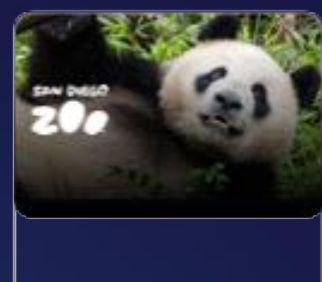
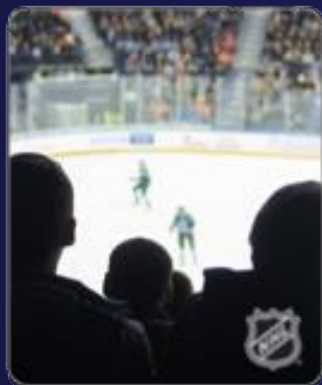
Partner with experts for product adoption

Maturing your program

ServiceNow resources and opportunities

ServiceNow overview

The World Works With ServiceNow®

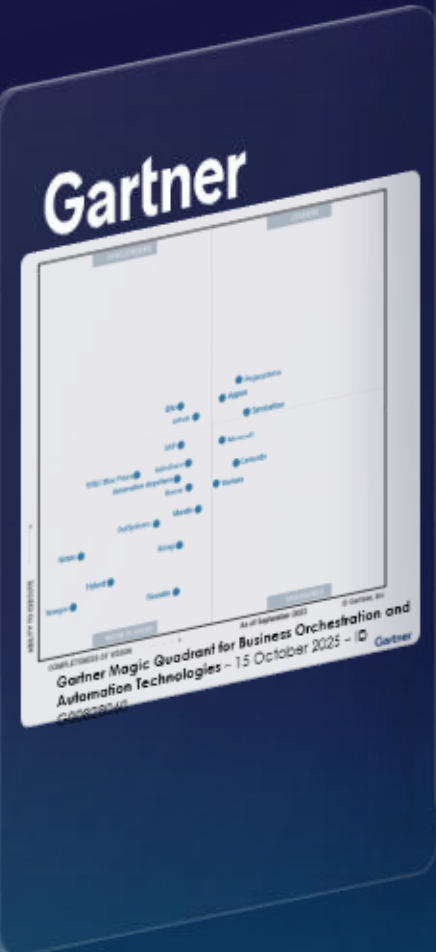


90% of Fortune 500

95B workflows annually

98% renewal rate

Analysts recognize ServiceNow



Gartner®

A Leader

- 2025 Magic Quadrant™ for Business Orchestration and Automation Technologies
- 2025 Magic Quadrant™ for Enterprise Low-Code Application Platforms
- 2025 Magic Quadrant™ for AI Applications in IT Service Management
- 2025 Magic Quadrant™ for the CRM Customer Engagement Center

A Visionary

- 2026 Magic Quadrant™ for Data & Analytics Governance Platforms
- 2025 Magic Quadrant™ for Metadata Management Solutions
- 2025 Magic Quadrant™ for Robotic Process Automation
- 2025 Magic Quadrant™ for Digital Employee Experience Management Tools

IDC

A Leader

Worldwide Business Automation Platforms

2025 Vendor Assessment

Worldwide FinOps Cloud Costs Optimization Multicloud

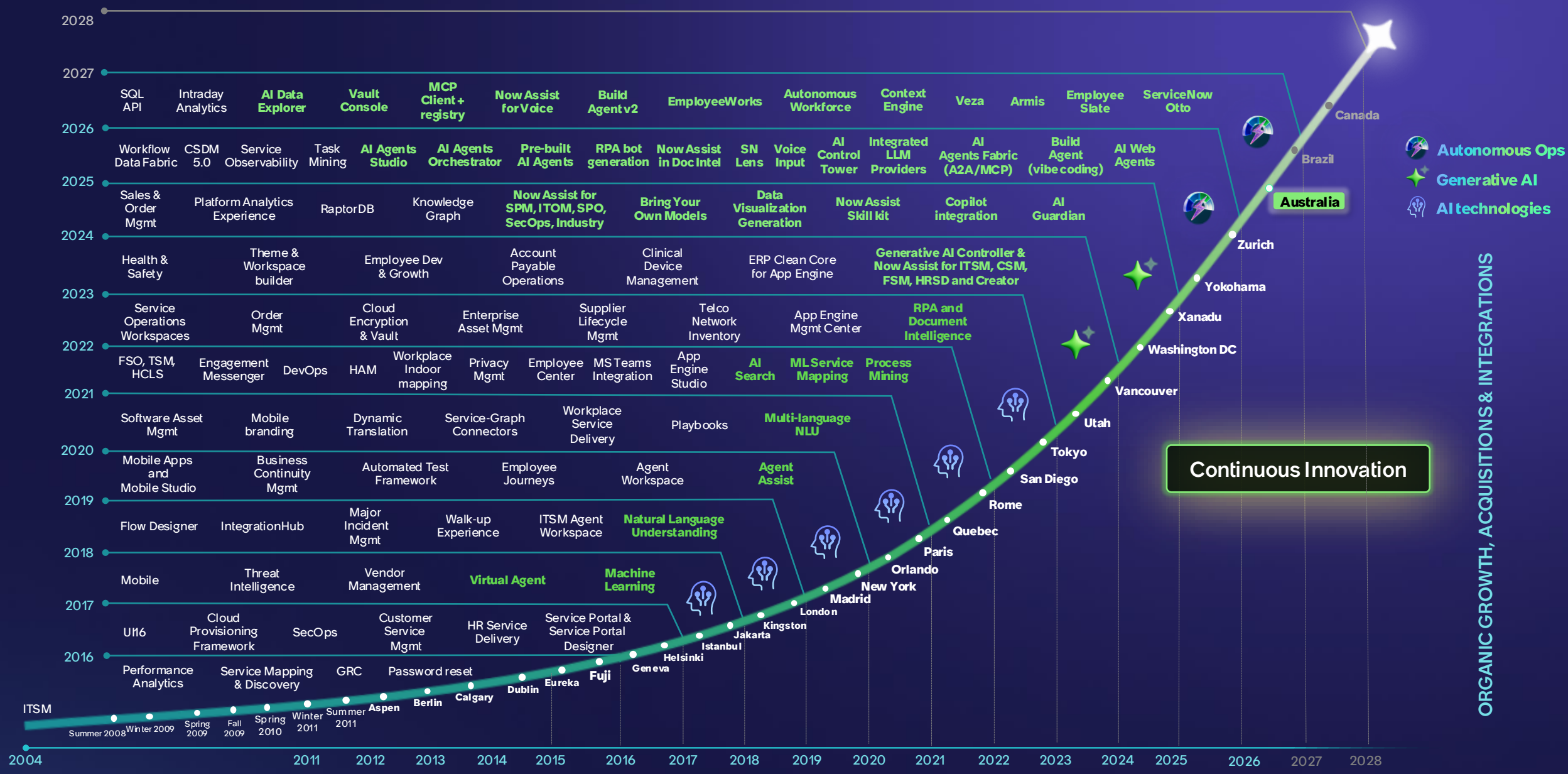
2025 Vendor Assessment

FORRESTER®

A Leader

- The Forrester Wave™ : Strategic Portfolio Management Tools, Q2 2026
- The Forrester Wave™ : Customer Service Solutions, Q1 2026
- The Forrester Wave™ : Enterprise Service Management Platforms, Q4 2025
- The Forrester Wave™ : Digital Process Automation, Q3 2025
- The Forrester Wave™ : Unified Vulnerability Management Solutions, Q3 2025
- The Forrester Wave™ : Value Stream Management Solutions, Q2 2025
- The Forrester Wave™ : Low-Code Dev Platforms For Prof. Developers, Q2 2025
- The Forrester Wave™ : Software Asset Management Solutions, Q1 2025
- The Forrester Wave™ : Task-Centric Automation Software, Q4 2024
- The Forrester Wave™ : P&C Claims Management Systems, Q2 2024
- The Forrester Wave™ : Governance, Risk, And Compliance Platforms, Q4 2023

ServiceNow Evolution: Accelerating AI Innovation



The AI control tower for business reinvention

Voice Enterprise Search Video **ServiceNow Otto** Chat Web Apps

 **ANY Industry**


IT CRM **Security & Risk** **Autonomous Workflows** Employee Experience App Development

Sense

ANY Data

Real-time Data Fabric
Machine Data Models
Zero Copy
Process Mining

No VA APIs
Intelligent Apps
Context
CMDB/CSDM




Decide

ANY AI Model

AI Skills
Reasoning Engine
Domain Models
AI Agents

Context Engine
Knowledge Graph
Prompt Studio
Guardrails




Act

ANY Workflow

AI Experiences
Automation
Action Engine
Agent Fabric

Agent Orchestrator
Agent Control Tower
App Engine
Agent Studio



Secure









Identity & Discovery Risk Value

AI Control Tower

ANY System, Identity, Asset

Vault Guardian

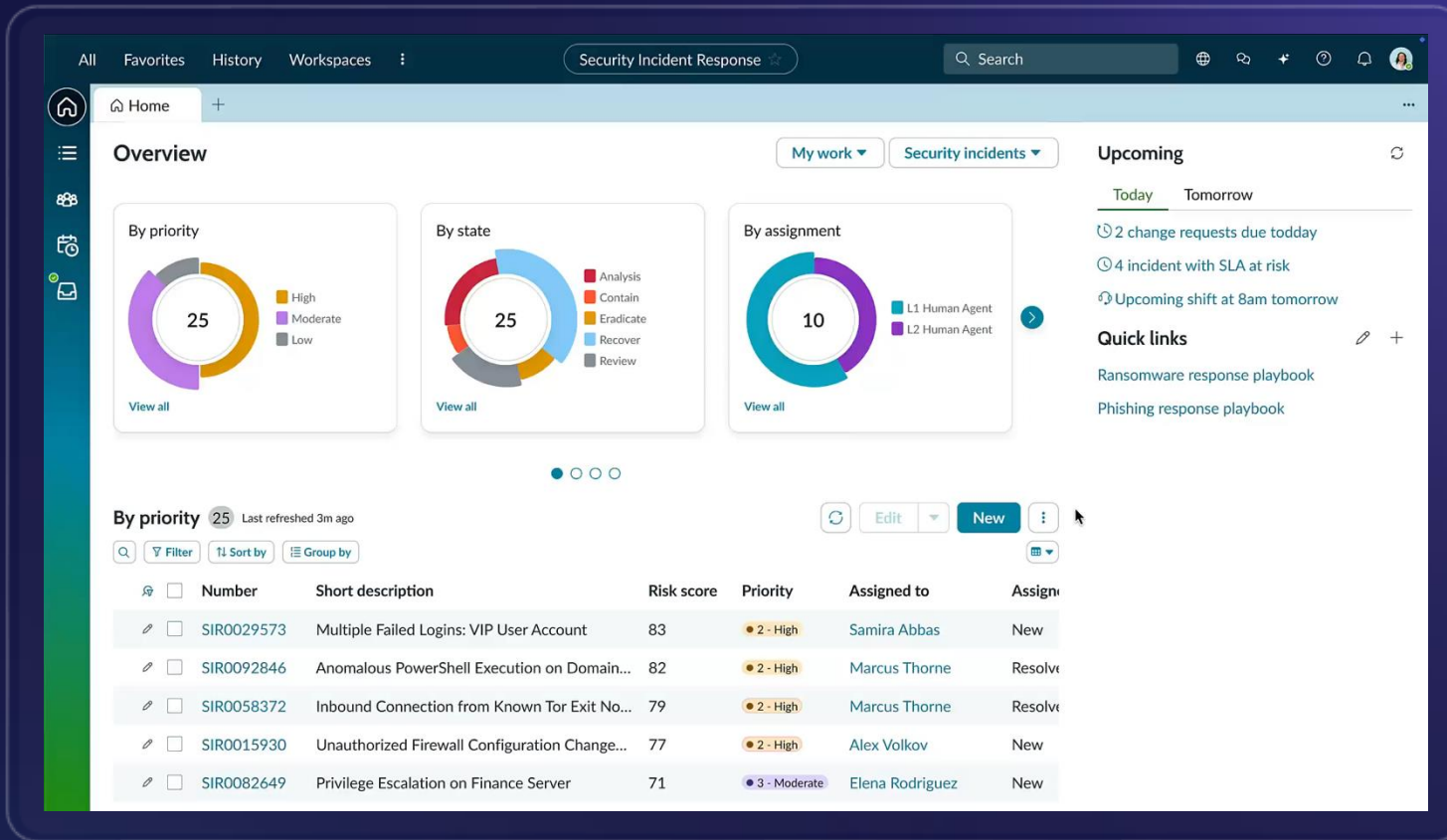
Platform Security

ANY Cloud         **ANY System of Record**

servicenow AI Platform

Security & Risk

From reactive to autonomous defense



Align IT, security, and risk on a single AI platform

Anticipate exposures and issues, assess risk and compliance gaps, and quickly address security incidents

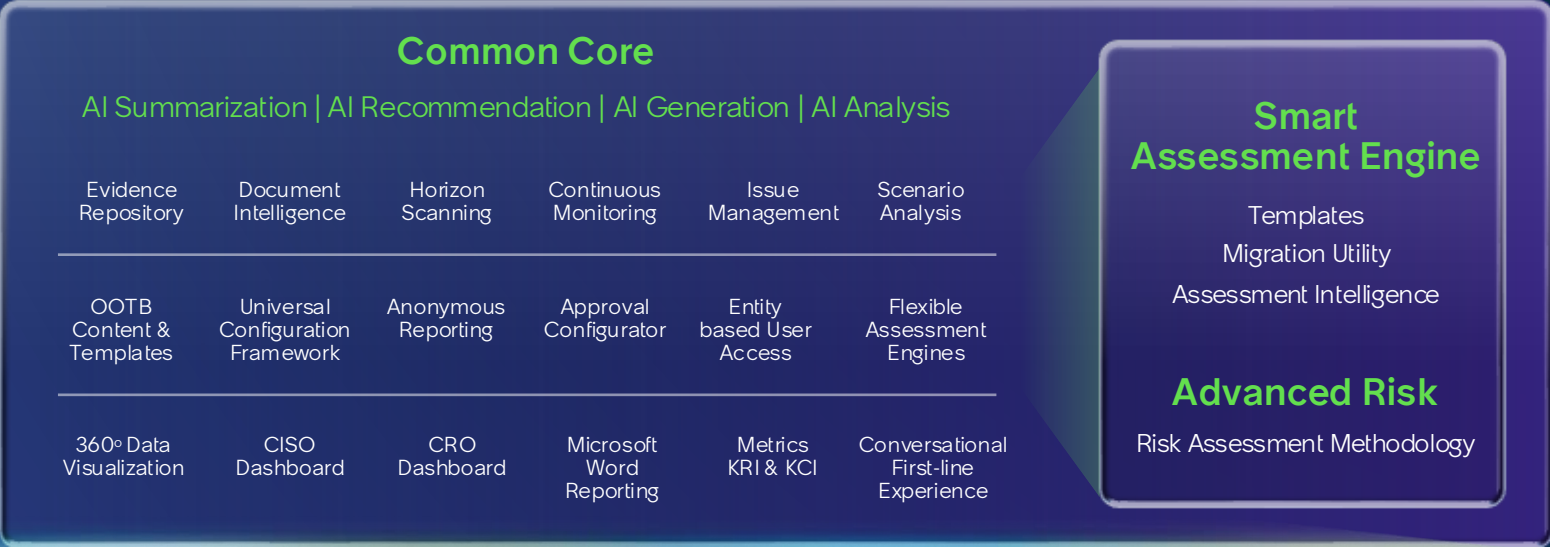
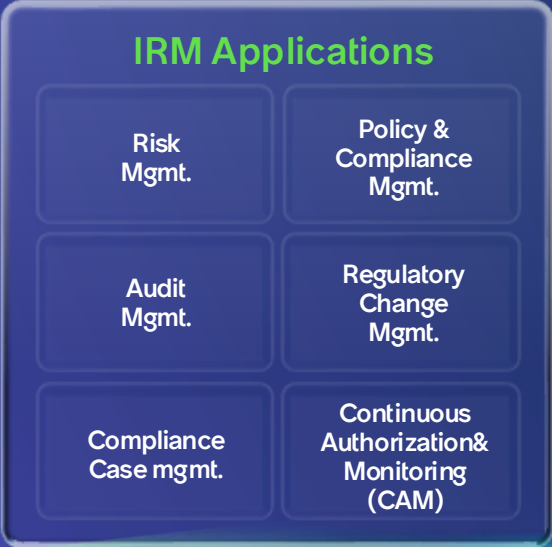
Monitor and manage every AI agent, model, and workflow—native or third-party—in one place

Stay resilient in face of AI threats

Introduction to the ServiceNow Risk product portfolio

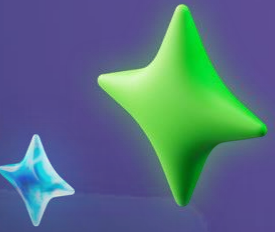
ServiceNow Risk Portfolio

Autonomous Security & Risk Workflows



servicenow AI Platform

NEW: Agentic value by tiers



Foundation

OOTB GenAI Skills & AI Agents

AI helps drive teamwork

- Summarization
- Pattern recognition
- Categorization
- Task-based assistance

Advanced

OOTB Agentic Workflows

AI does some of the work

- Understands context
- Applies domain knowledge
- Automates an entire process

Prime

Create Custom AI Specialists, Agents, & Skills

AI completes work end-to-end

- Fully independent
- Makes decisions
- Role-based expertise

FOUNDATION

ADVANCED

PRIME

↑
VALUE

AICT: Entitlements

Included in every new ServiceNow SKU
Full feature set to *manage ServiceNow AI assets*

Risk BU Core Apps

- App Engine Starter
- AI Control Tower
- AI Risk and Compliance Management
- Policy and Compliance Management

Entitled AI

AI Control Tower Core (AI Asset Inventory Management)

- AI asset inventory data model (AI system, AI model, AI data sets, AI prompt, deployed AI system and AI model, MCP server)
- APIs to import non-ServiceNow AI assets
- AI Gateway for MCP server inventory
- Auto discovery of ServiceNow AI with synchronized inventory across instances (multi-instance management) *
- Approval workflows for ServiceNow AI and BYOLLM through GenAI controller
- Configurations for global rules and controls for data, infrastructure, developer tools and guardrails for ServiceNow AI*
- Audit framework with audit history capabilities for AICT third-party configurations
- Hyperscaler connectors for AI asset discovery (cloud platforms, enterprise SaaS, open-source agentic build platforms)
- AI Control Tower workspace with persona-based views
- AI Strategy tab in the AI Control Tower to track strategic goals progress
- Measurement of value, engagement, performance and health of ServiceNow AI and enterprise AI
- Privacy and Security tracking for access issues for ServiceNow AI and enterprise AI
- Manage non-ServiceNow AI/enterprise AI inventory
- Privacy and Security tracking for access issues for ServiceNow AI and enterprise AI
- Manage non-ServiceNow AI/enterprise AI inventory
- AI asset intake with purpose & use and onboarding with advanced approval workflow for all types of AI (all providers)
- AI asset lifecycle workflows like onboard, assess, manage change, offboard and deploy along with asset KPIs

- Unified Content Management
- Risk Management
- Advanced Risk Management
- AI Case Management

AI Risk and Compliance Management

- Assessments (FRIA, Conformity, etc.) with capabilities for assessment automation, creation, and chat collaboration
- AI Risk and Compliance Workspace dashboards and reports
- **Policy and Compliance Management**
- Manage policies, authority documents, citations, control objectives, controls, control attestation, policy acknowledgements, policy exceptions, and issues

Unified Content Mgmt.

- Unified Content Management: NIST AI RMF, EU AI Act content pack, fundamental rights impact assessment and conformity assessment.

Risk Management

- Establish risk frameworks, risk statements, risk instances and risk response. Perform risk assessments (using classic) on AI systems, AI models, and data sets.

Advanced Risk Management

- Advanced risk assessments (limited) on AI systems, AI models, and data sets. Roll risks up the hierarchy and Heatmap report.

AI Case Management

- Manage AI cases, inquiries, and anonymous reporting such as general inquiries, AI incidents, etc.

AICT: Entitlements

Full feature set to manage enterprise AI assets (AI models, AI systems, datasets, and MCP servers)

Platform
Apps

- App Engine Starter
 - AI Control Tower
-

BU Core
Apps

- AI Control Tower
 - AI Risk and Compliance Management
 - AI Case Management
 - Use Case Accelerators
-

Entitled
AI Apps

- App Engine Starter
- AI Control Tower for Enterprise AI
- Assists (annual)

Integrated Risk Management

Overview

IRM Foundation

Provides core risk and compliance management with AI-powered platform capabilities. Ideal for organizations starting their IRM journey and looking for faster time to value.

Includes...

- **AI Data Explorer** — Instant insights and data exploration across your risk program through natural language queries
- **AILens** — Auto-extract data from documents and images directly into IRM workflows, eliminating manual entry
- **Now Assist for Setup** — AI-guided configuration to accelerate IRM implementation and reduce time to value

AI Highlights

IRM Advanced

For organizations scaling their risk program, Advanced adds regulatory change, operational resilience, and deeper audit and compliance capabilities to manage growing complexity.

Adds...

- **Issue & Resolution Agents** — Automatically summarize, submit, and resolve risk issues to accelerate response and reduce manual effort
- **Regulatory Intelligence Agents** — Continuously monitor, enrich, and act on regulatory alerts to stay ahead of compliance change
- **Risk Assessment Agents** — Streamline assessment workflows with AI-driven summarization, responses, and risk identification

IRM Prime

For enterprise-grade risk programs, Prime delivers the broadest GRC coverage, automated risk assessment, risk event management, and the ability to extend AI workflows across any risk domain.

Adds...

- **Risk Event Summarization** — Instantly synthesize complex risk events into actionable intelligence for faster decision-making
- **Custom AI Skills & Agents** — Build and deploy tailored AI agents across any risk and compliance workflow to meet your organization's unique needs

Integrated Risk Management

IRM Foundation

IRM Advanced

IRM Prime

Risk BU Core Apps

- Policy & Compliance Management
- Risk Management
- AI Risk & Compliance
- Model Risk Management
- Compliance Case
- Audit Management
- Use Case Accelerators

Entitled AI

- Platform AI*
- Implementation Agents
- AI Search
- Now Assist in Virtual Agent
- Sidebar summarization
- Chat summarization
- Sentiment analysis
- Now Assist in Doc Intel
- AI Lens
- AI Data Explorer
- Edit OOTB skills and agents

- Everything available in Foundation
- Advanced Risk Management
- Regulatory Change Management
- Operational Resilience
- Continuous Authorization & Monitoring
- Advanced Audit
- Metrics

- Platform AI*
- Voice Agents
- Skills & Agents for Risk
 - Issue Submission, Resolution, & Summarization
 - Risk Identification & Assessment Summarization
 - Regulatory Change Analysis, Impact Mapping, Action Plan Generator, and Summarization
 - Control Objective Rationalization & Change Management Agent

- Everything available in Foundation & Advanced
- Advanced Risk Management (Risk Events & Automated Factors)
- Universal Compliance Framework

- Platform AI*
- Create custom skills and agents
- Skills & Agents for Risk
 - Everything available in foundation
 - Risk Event Summarization

Exhaustive list of entitled Platform AI is available from your account team.

Integrated Risk Management Risk Management Entitlements*

RISK & CONTROL LIBRARIES

- Centralize risk frameworks, risk statements, risk authority documents and citations
- Detail policies, control objectives, and controls
- Capture organizational data (e.g. processes, IT assets, departments (entities))

RISK APPETITE*

- Link risk appetite framework to risk statement library
- Define qualitative and quantitative limits and required actions on breach of risk appetite

RISK RESPONSE

- Identify appropriate risk response: Accept, avoid, mitigate, transfer to cultivate a strategic response plan
- Create issues and remediation tasks

MODEL RISK MANAGEMENT

- Proactively identify, assess, validate, and address risks in quantitative models throughout their lifecycles



RISK IDENTIFICATION*

- Identify integrated risk workflows
- Support both manual and automated identification
- **Risk Identification Agent** suggests entity risks based on context, risk domains, and other sources

RISK ASSESSMENT

- Assess risk using the standard assessment
- Assess risk using the advanced assessment with manual and automated factors and risk roll-up*
- Assess multiple risks in workshop style risk assessment project*
- Risk Assessment Summarization automates risk assessment summarization, extracting key insights

INDICATORS / METRICS

- Benefit from threshold-based indicators
- Generate indicators
- Generate metrics*

RISK EVENTS**

- Track end-to-end lifecycles using the risk/loss event workflow
- Manage external losses with operational risk management (ORX) integration
- **Risk Event Summarization** summarizes risk event data throughout its lifecycle for faster analysis

Integrated Risk Management Policy and Compliance Management Entitlements

RISK & CONTROL LIBRARIES

- Centralize risk frameworks, risk statements, risk authority documents, and citations
- Detail policies, control objectives, and controls
- Capture organizational data (e.g. processes, IT assets, departments (entities))
- Control objective creation, rationalization, deduplication and updates using agents

CONTROL LIFECYCLE

- Manage control attestations to measure compliance
- Automate compliance score roll-up across hierarchies
- Request evidence from business stakeholders

ISSUE MANAGEMENT

- Create and manage issues and remediation tasks
- Triage self-identified issues



POLICY LIFECYCLE

- Author, redline, and publish policies using O365 or Google Drive integration
- Send policy acknowledgement requests to the organization
- Create and manage policy exceptions
- Dynamic approvals for policy exceptions and extensions

CONTROL MONITORING

- Access continuous control monitoring via indicators
- Generate indicators
- Generate metrics*

Integrated Risk Management Regulatory Change Management* Entitlements

RISK & CONTROL LIBRARIES

- Centralize risk frameworks, risk statements, risk authority documents, and citations
- Detail policies, control objectives, and controls
- Capture organizational data (e.g. processes, IT assets, departments (entities))

TAXONOMY MANAGEMENT

- Create and manage the library taxonomy
- Map internal and external regulatory taxonomies for easy routing and to identify the downstream impact of any change

CHANGE IMPLEMENTATION

- Use native workflow to manage implementation of the required changes
- Task management for changes to the business



REGULATORY CHANGES*

- Use AI to identify and provide insights from regulatory alert content, create an implementation plan, and recommend which policies, controls, and control objectives are impacted
- Perform bulk uploads of regulatory alerts/ changes
- Use a framework to gather regulatory intelligence from providers and public RSS feeds (e.g. Thomson Reuters Regulatory Intelligence)
- Triage to determine applicability to the enterprise
- AI assisted regulatory mapping

REGULATORY IMPACT ASSESSMENT*

- Use the configurable risk assessment engine to assess risk of regulatory changes
- Conduct impact assessments to gauge the impact on business units, controls, policies, etc.

Integrated Risk Management

Compliance Case Management Entitlements

RISK & CONTROL LIBRARIES

- Centralize risk frameworks, risk statements, risk authority documents, and citations
- Detail policies, control objectives, and controls
- Capture organizational data (e.g. processes, IT assets, departments (entities))

COMPLIANCE REQUEST SUBMISSION

- Access request types to manage compliance-specific inquiries and policy improvements
 - 2 active compliance request types
 - 5 additional active compliance request types*
 - Unlimited active compliance requests types**

COMPLIANCE CASE WORKFLOW

- Use AI to distill compliance case information into business-relevant summaries that highlight most important details
- Create, assign, and review case tasks on active compliance cases
- Investigate and capture impacted areas
- Perform root cause analysis (RCA) to identify and monitor issue remediation tasks



COMPLIANCE CASE SUBMISSION

- Access to case types to manage policy and regulatory violations
 - 2 active compliance case types with dedicated workflows
 - 5 additional active compliance case types with dedicated workflows*
 - Unlimited active compliance case types with dedicated workflows**

REGULATORY COMMUNICATION

- Export case/request records to PDF
- Manage email communications from case records

Integrated Risk Management Audit Management Entitlements

RISK & CONTROL LIBRARIES

- Centralize risk frameworks, risk statements, risk authority documents and citations
- Detail policies, control objectives, and controls
- Capture organizational data (e.g. processes, IT assets, departments (entities))

AUDIT EXECUTION

- Audit engagement fieldwork including control tests, interviews, walkthroughs, and other fieldwork activities
- Manage work paper using O365 integration
- Track engagement milestones*
- Financial Services Controls Accelerator: FFIEC and NYDFS content packs

AUDIT REPORTS

- Generate reports in Microsoft Word template to improve collaboration with auditors



AUDIT PLANNING

- Audit engagement scoping
- Test templates and test plans
- Use risk-based scoping to manage auditable units*
- Detail advanced cost and resource planning*

OBSERVATIONS & ISSUES

- Create issues to document audit observations and remediations
- Track observations and identify reportable and non-reportable issues*

Integrated Risk Management Continuous Authorization & Monitoring (CAM)* Entitlements

FRAMEWORK SUPPORT

- Integrates ServiceNow GRC and Security Operations solutions
- Offers built-in support for NIST 800-53
- Supports dynamic boundary definition and in-platform assessments and responses

CONTROL INHERITANCE

- Provide visibility on inherited controls
- Easily create common control providers

AUTOMATED ARTIFACT GENERATION

- View system security plan (SSP) to avoid threats and vulnerabilities during planning
- Export SSPs in OSCAL format



CONTROL MAPPING

- Monitor and validate compliance and manage risks against authority documents
- Automatically generate control baseline
- Create custom control overlays
- Guided playbook for OSCAL imports

CONTROL MONITORING

- Integrate scan results from third-party applications
- View indicators using continuous control monitoring

AUTOMATED POA&M

- Generate a plan of action and management (POA&M), per NIST standards
- Create and manage issues and remediation tasks

Business Continuity Management

Overview

BCM Foundation

Provides core business continuity management with AI-powered platform capabilities built in, ideal for organizations establishing their BCM program and looking for faster time to value.

AI Highlights

Includes...

- **AI Data Explorer** — Instant insights and data exploration across your continuity program through natural language queries
- **AI Lens** — Auto-extract data from documents and images directly into BCM workflows, eliminating manual entry
- **Now Assist for Setup** — AI-guided configuration to accelerate BCM implementation and reduce time to value

BCM Advanced

For organizations scaling their resilience program. Advanced adds emergency mass notification, crisis mapping, operational resilience, and performance analytics to manage complexity across the full continuity lifecycle.

Adds...

- **AI Voice Agents** — Deliver natural, conversational AI support so employees can complete tasks, resolve issues, and access information anytime — without a human agent

Business Continuity Management

BCM Foundation

BCM Advanced

Risk BU Core Apps

- Business Continuity Management
- Business Impact Analysis
- Business Continuity Planning
- Crisis Management

- Everything available in Foundation
- Emergency Mass Notifications (via Everbridge)
- Crisis Management
- Operational Resilience
- Performance Analytics

Entitled AI

- Platform AI*
 - Implementation Agents
 - AI Search
 - Now Assist in Virtual Agent
 - Sidebar summarization
 - Chat summarization
 - Sentiment analysis
 - Now Assist in Doc Intel
 - AI Lens
 - AI Data Explorer
 - Edit OOTB skills and agents

- Platform AI*
- Voice Agents

Business Continuity Management Entitlements

LIBRARIES

- Create inventory of business processes, business services, and CMDB-related data
- Capture organizational data (e.g. departments)
- Manage risk & compliance libraries

BUSINESS CONTINUITY PLANNING

- Create and maintain continuity plans based on pre-defined templates
- Create and maintain disaster recovery tasks, both manual and automated
- Identify emergency response and recovery teams
- Prepare loss scenarios strategies
- Download plans as PDF/MS Word files for offline viewing
- Plans available on mobile

CRISIS MANAGEMENT

- Report crisis events
- Activate plans and track recovery
- Distribute mass emergency notifications*
- Subscribe to threat alerts and view in the crisis map interface*



BUSINESS IMPACT ANALYSIS

- Analyze the impact of business processes if they become unavailable for a time period
- Classify the business processes and IT assets into tiers based on criticality
- Identify recovery objectives
- Establish dependencies of business processes to facilitate better planning

EXERCISE MANAGEMENT

- Test continuity plans
- Rehearse plan exercises with employees
- Manage observations and issues
- Conduct threat assessments during event lifecycle

Operational Resilience* Entitlements

LIBRARIES

- Develop an inventory of business services and CMDB dependency data
- Link to service mapping
- Use operational resilience reporting pillars
- Track scenarios and events
- Roll up data for reporting, regardless of data model maturity
- **Flexible hierarchical relationship mapping capability**

SCENARIO ANALYSIS

- Measure the impact of risks to business services
- Verify status of services and calculate disruption duration
- Complete scenario identification, scoping, reference data selection, and simulation execution using statistical modeling
- Scenario workflow analysis using Monte Carlo simulations

ISSUES AND VULNERABILITY MANAGEMENT

- Log and identify issues and vulnerabilities and link related areas
- Perform root-cause analysis
- Determine treatment plan
- Add or create issues, recommendations, observations
- Request approvals



IMPORTANCE AND IMPACT TOLERANCE ASSESSMENT

- Assess the importance and impact of tolerance thresholds on business services
- Measure how disruptions can impact services

BUSINESS SERVICE ATTESTATION

- Verify the status of business services and determine if any service was breached
- Sign and generate self-attestation reports

Third-Party Risk Mgmt. (TPRM) and Privacy Mgmt.

TPRM Advanced and PRM Advanced will include Platform AI & apps offered in Foundation.

Overview

TPRM Advanced

The all-encompassing SKU for organizations looking to start, mature, and scale their third-party risk program. Delivering comprehensive, AI-powered third-party risk management in a single, unified solution.

Includes...

- **Issue Summarization** – Instantly generate summaries of third-party issues to boost team coordination and organizational efficiency
- **Issue Recommendations** – AI-generated recommendations on risk issues to support more consistent outcomes across reviewer teams
- **Smart Documents** – Summarize risk management documents and get quick Q&A to reduce manual review and accelerate due diligence

AI Highlights

PRM Advanced

For organizations maturing their privacy program – Advanced delivers comprehensive privacy, personal data rights, and compliance management with the risk and policy capabilities to meet evolving regulatory demands.

Includes...

- **Risk Assessment Summarization** – Instantly summarize privacy risk assessments so approvers can absorb context at a glance
- **Issue Summarization** – Automatically synthesize issues, activity logs, and remediation tasks into a single quick-read summary
- **Control Objective Recommendations** – Identify and consolidate duplicate control objectives with AI-driven recommendations

TPRM and Privacy Management: New SKUs

TPRM Advanced*

PRM Advanced

Risk BU
Core
Apps

- Vendor Risk Management
- Third-party Risk Management

- Privacy Management
- Personal Data Rights
- Privacy Case Management
- Policy & Compliance Management
- Risk Management
- Advanced Risk Management

Entitled
AI

- Platform AI
- Voice Agents
- Skills & Agents for TPRM
 - Issue Summarization
 - Issue Recommendation
 - Document Summarization
 - Document Q&A

- Platform AI
- Voice Agents
- Skills & Agents for PRM
 - Issue Summarization
 - Privacy Risk Assessment Summarization
 - Control Objective Rationalization
 - Privacy Case Summarization

Third-Party Risk Management Entitlements

THIRD-PARTY LIBRARIES

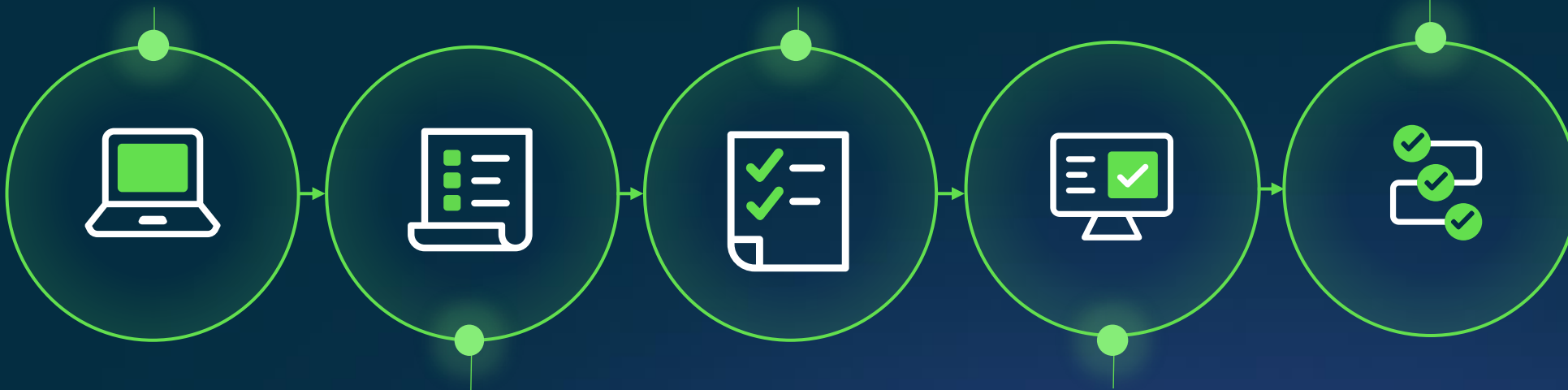
- Third-party portfolio / library
- Third-party engagements
- Third-party elements
- Due diligence requests
- Assessment questionnaire bank
- Risk intelligence providers
- Central evidence repository
- Document Management System

THIRD-PARTY RISK ASSESSMENT

- Use AI to analyze past assessments to surface issue recommendations on new vendor responses
- Use external assessment and document requests to manage risk for each third-party engagement
- Leverage fourth-party risk assessment
- Aggregate risk and roll-up across the vendor hierarchy
- Set up event-based trigger of external risk assessments
- Supplement risk assessment data via integrations with leading rating providers
- Smart Assessment Engine integration for more efficient assessment lifecycles

ISSUE MANAGEMENT

- Identify issues
- Collaborate with third parties to design remediation plans



INHERENT RISK QUESTIONNAIRE (IRQ)

- Complete internal assessment to determine inherent risks of third-party engagement
- Determine assessment frequency and define question scope for the IRQ
- Smart Assessment Engine integration

THIRD-PARTY PORTAL

- Use AI-driven Smart Documents feature to generate concise summaries, FAQs, and Q&A from uploaded documents and AI voice commands for audio document reviews
- Customizable user interface for third parties to respond to assessments, document requests, issues, and remediation tasks
- Track and manage tasks assigned to third parties

Privacy Management Entitlements

PRIVACY REGULATIONS & POLICIES

- Manage privacy risks, regulations, policies, and controls
- Use integrated policy management and acknowledgement workflow
- Monitor and track privacy regulatory changes*

RECORD OF PROCESSING ACTIVITY

- Track and document processing activities
- Map personal information with processing activities to create control and risk suggestions
- Manage privacy compliance & issues

PRIVACY ASSESSMENTS

- Use AI to automatically summarize risk assessments for faster action
- Create privacy impact assessments (PIAs) for existing and new processes, applications, services etc.
- Assess criticality of processing activity at scale
- Evaluate privacy risk posture using individual privacy risk assessment



DATA DISCOVERY

- Discover business processes, applications, services, and vendors processing personal data
- Manual and/ or automated data discovery through assessment or integration

PERSONAL DATA RIGHTS

- Efficiently manage and fulfill Data Subject Access Requests (DSARs), consumer rights requests

PRIVACY CASE MANAGEMENT

- Use AI to condense issue details into actionable summaries and reduce analysis time
- Report privacy cases related to data privacy policy and regulatory violations
- Assign and review breach assessment
- Perform root cause analysis (RCA) and identify and monitor issue remediation

Risk Common Core* Entitlements

ENTITY MGMT.

- Maintain the universe of business units, locations, applications, assets, projects, processes, etc., from a risk, compliance, and audit perspective
- Can be automatically detected and created from anywhere on the platform
- Configuration framework enables entity-based user access and bulk access updates

ISSUE MANAGEMENT

- Use AI submission agent to capture issues from employees and creates issue record with context
- Use AI issue resolution agent: agents to find similar past issues and generate structured action plans
- Use AI Issue Summarization to provide an instant summary and context on any issue record
- Central repository for risk, compliance, or audit issues to be managed and remediated in a timely manner

FLEXIBLE ASSESSMENT ENGINES

- Designed with the business user in mind, easily create, initiate, and respond to assessments across the portfolio of products
- Smart Assessment Engine (see separate slide)



REGULATORY AGENCY LIBRARY

- Establish and maintain a centralized library of regulatory agencies and key contacts for communication and reporting

CONFIDENTIALITY FRAMEWORK

- Ability for any GRC record to be marked as confidential to control access to sensitive organizational data or issues

CLOUD DOCUMENT MANAGEMENT

- Ability to link cloud files to any GRC record using O365 SharePoint integration

Partner with experts for product adoption

Core value proposition for partners

A partner with deep technical expertise in Risk can help you convert a technology purchase into a business outcome.

Without that translation layer, most organizations deploy the software but never reach the ROI that was promised in the business case.

Which type of partnership works for you?

ServiceNow-led



[ServiceNow Expert Services](#) works with you to plan and execute the implementation project.

ServiceNow Impact



[ServiceNow Impact](#) is our customer success product that gives you the support and expertise you need to get to value fast.

Implementation Partner



Your selected implementation partner leads and executes the end-to-end project alongside your team. Find a partner using [Partner Finder](#).

ServiceNow Expert Services brings in-depth experience.

Engagement models are adapted to your requirements.

ServiceNow product experts

Inside perspective on product roadmap and innovative technologies

Highly seasoned team members with an average of 12 certifications

Unmatched track record of success

Experience across 8,500+ customer engagements

Deep insights into implementation strategies, practices, and processes

Leading practices

More than 1,100 proven leading practices

Library of assets developed and proven in customer engagements by seasoned experts

A complete solution

Step-by-step guidance from planning to delivery

Different engagement models to adapt to your requirements

ServiceNow Impact delivers value and adoption resources, product expertise, health tools, and 24/7 support.

Value & adoption tools

Implementation recommendations

Phased product adoption roadmap tailored to your business needs

Expertise & guidance

Designated customer success manager

Access to a library of technical, architecture, and strategy accelerators

Optional: Hands-on experts in deployment

Health & observability

Recommendations to improve platform health

Access to instance monitoring solution

Health assessment dashboard

Optional: Platform architect and access to full accelerator library

Premium support

Access to 24/7 technical support (faster initial response times than standard support)

Unlimited concurrent support cases

Optional: Support account manager

Certified implementation partners offer risk experience across many industries and customer types.

They provide domain expertise in implementing and capturing value from your ServiceNow investment.



Experience from previous engagements with similar customers



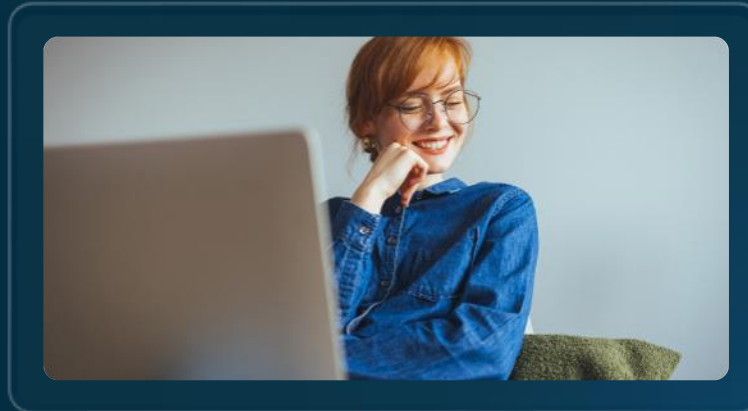
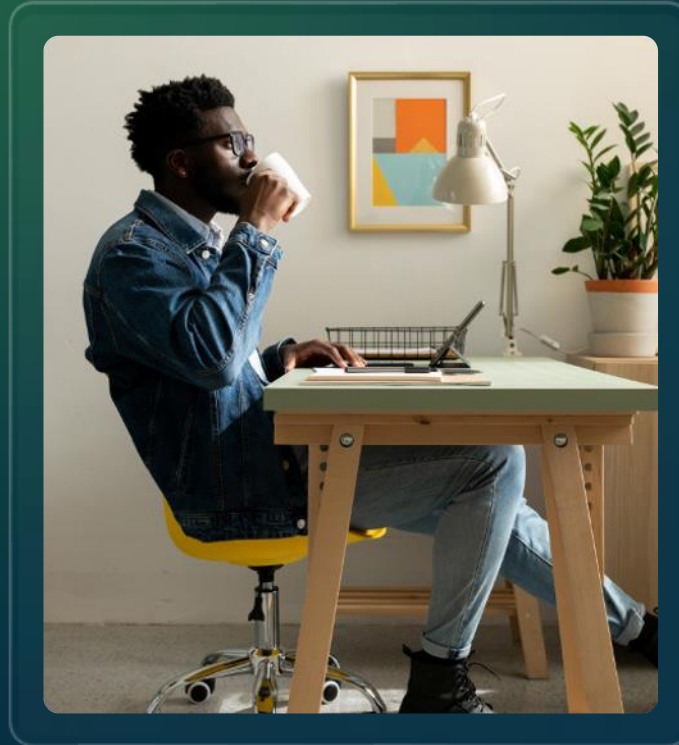
Deep technical expertise in the platform to accelerate time to value



Strategic management guidance to transform your operations

Tips for choosing an implementation partner

- Use risk and compliance certified partners
- Evaluate their experience in the risk domain
- Validate their track record in delivering successful projects on time and on budget
- Verify their organizational change management expertise
- Set up 90/180/360 day check-ins to confirm progress



How to get started. First, develop a strategy.

Why it's important

- Ensure your organization's needs are aligned with your partner's capabilities
- Launch a successful implementation to achieve your organization's vision and desired business outcomes

What to include

- List the skills, experience, and resources you have and those you need
- Outline the ongoing support you expect the partner to provide
- Document your expectations about outcomes
- Define performance and success metrics

Before you get started

- Understand the business outcomes your organization expects to achieve
- Know which Now Platform® capabilities you own and plan to implement
- Know the skills and capabilities of the implementation team and future users

If you choose an implementation partner, develop an engagement checklist.

Establish your evaluation and selection approach

- Build a partner evaluation and selection team
- Define your partner requirements
- Create a partner evaluation scorecard

Search, evaluate, and select a certified partner

- Search for potential partners using our [Partner Finder](#)
- Evaluate a group of partners through RFPs, presentations, demonstrations, and pricing
- Select your partner through scorecard completion

Set up your partner for success

- Plan an effective onboarding so they can get up to speed quickly
- Provide necessary documentation (foundational data, requirements documents, process documents, example reports, etc.)

Manage ongoing partner performance

- Determine success metrics of partner performance and implementation progress
- Set project milestones sign off dates
- Determine escalation path for critical decisions

Maturing your program

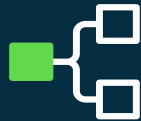
Unlock risk management potential on ServiceNow

Use ServiceNow Risk Domain Guidance as a baseline to improve processes, leverage technology, and enhance organizational maturity to drive business outcomes.



Assess current state

Evaluate existing processes to assess maturity and identify improvement areas.



Target maturity levels

Set maturity levels based on business goals and industry standards to establish a clear growth roadmap.



Develop growth plans

Create actionable plans to bridge gaps between current and target maturity levels.



Monitor and review progress

Track progress against maturity targets and adjust strategies for continuous advancement.

Journey to Risk Management on ServiceNow



Ad-Hoc

Reactive responses to IT incidents, changes, and unmitigated risks



SYSTEMIZED

Manage technology data, policies, risks, controls, issues, and reporting using technology for effective oversight and compliance



OPTIMIZED

Leverage technology for asset classification, data mapping, policy updates, control audits, risk assessments, issue tracking, and technology risk reporting



CONNECTED

Connect risk across the organization with integrated IT tools, policy compliance, monitored controls, and executive dashboards



INTEGRATED

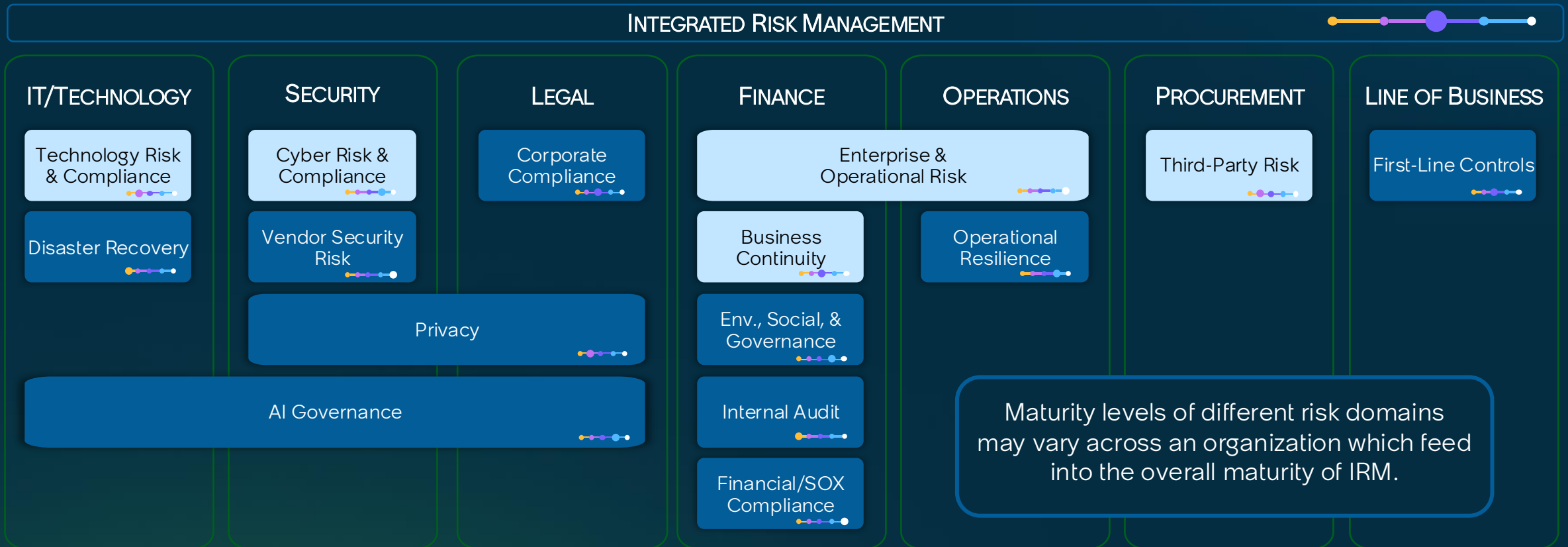
Embed risk and compliance processes to provide real-time visibility and automated monitoring for informed decision-making across IT assets and controls

The journey on ServiceNow starts by leveraging technology for IT risk data, policies, and controls, connecting and automating relevant data sources, and maturing towards integrating enterprise data and functions to deliver automated monitoring and reporting for informed tech risk management. Learn more in the [Best Practices portal](#) by searching for 'risk domain guidance.'

Risk (and compliance) domains

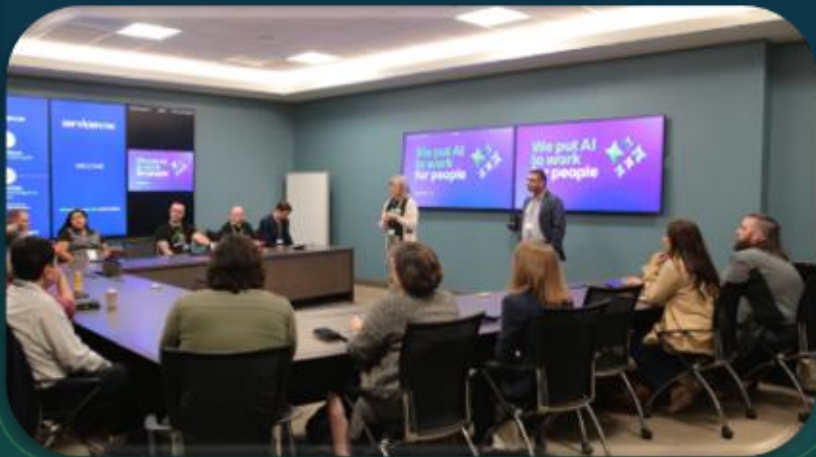
In most organizations, one or more teams manage different aspects (domains) of risk and compliance.

Each risk domain has its own processes and maturity journey while also being a part of integrated risk and compliance processes and maturity across the enterprise.



Note: Risk domain names and organizational hierarchies shown here are typical, but can vary based on individual companies' needs, maturity, and industry.

ServiceNow resources and opportunities



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COMMUNITY EVENT**

**JOIN US IN
SANTA CLARA
OCT 13-15, 2026**

Engage with risk and security leaders, peers, and product/industry experts to learn how you can transform your security, risk, and AI governance programs using ServiceNow!



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GRC Community

Curated content, speed learning, news and upcoming events in Risk in one [place](#)

- Peer-to-peer networking
- [What's new webinars](#)
- [Risk Roadmap private forum](#)
(Community membership required)

YouTube

Risk playlists

- [What's New in Risk](#): Release product demos
- [Live on ServiceNow](#): What's New webinar recordings
- [Risk Speed Learning](#): Implementation how-to videos

Best Practices (MyNow)

[Implementation guides](#), process guides, domain guidance, maturity maps, and workshop guides

Product Documentation

[Answers](#) to technical questions and help on how to use our products

ServiceNow University

[Training content](#) on all Risk & Security products, including AI Control Tower

Governance, Risk and Compliance (GRC)

An integrated approach to build operational resilience, mitigate risk, and manage compliance.

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Using AI Data Explorer for instant data insights

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How to use ServiceNow AI Platform capabilities to improve your risk program

Configuring refinement actions for a Now Assist-generated summary

Now Assist summarization in GRC: How to make it part of your risk program

Control Objective Workflow States

Managing control objective changes with the new IRM workflow



Search: GRC community

AI Control Tower | Integrated Risk Management | Business Continuity Management
Third-Party Risk Management | Privacy Management

GRC Community

Learn & network in the GRC product hub

Risk Speed Learning Series...Video tutorials to help jumpstart implementation

- New! Smart Assessment Engine
- Now Assist for IRM
- IRM: Risk Management
- Third-Party Risk Management (TPRM)
- Business Continuity Management (BCM)

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Speed Learning: Fast Track to Adoption
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Find on ServiceNow GRC Community and YouTube



Learn about platform capabilities that can help accelerate your Risk program



On GRC Community

- AI Data Explorer...for faster data analysis
- Now Assist summarization configuration...a first step to embracing AI
- *Coming soon...Workflow Data Fabric*

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Sign up for the Risk Release Overview and Product Roadmap webinar

Join our Risk Outbound Product Management (OPM) team as we explore the latest capabilities and roadmap for the Risk portfolio. A team of experts will also be on hand to answer your questions.

To receive an invitation:

- Sign up for the ServiceNow [Community](#)
- Join the [Risk Roadmap private forum](#)

You must be an active customer to participate. Because confidential information is shared in these sessions, we require a business email address.



Thank you



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