# ServiceNow
Policy and Compliance Management

The compliance challenge

Regulatory compliance has become a challenging endeavor. Not only are the number of regulations constantly increasing but they are also evolving. This is forcing changes across many enterprises. Changes that result in new business models, processes, and technologies. The challenge of adapting to these changes is compounded by the fact that many enterprises are burdened with internal processes that are manual, siloed and disconnected. Compliance teams can't keep up. Implementing the necessary regulatory changes is hard enough but the time and effort it takes to test for compliance is stretching teams to the limit. Without a formal governance framework and integrated view of risk and compliance it is virtually impossible to meet current compliance demands while quickly assessing the impact of change.

Embed compliance into daily workflows and integrate it across the enterprise

ServiceNow Policy and Compliance Management automates best practice lifecycles, unifies compliance processes, and provides assurances around their effectiveness. Through continuous monitoring and automation ServiceNow delivers a real-time view of compliance, improves decision making, and increases performance across your organization and with vendors. Only ServiceNow can connect the business, security, and IT with an integrated risk and compliance framework that transforms manual, siloed, and inefficient processes into a unified program built on a single platform.
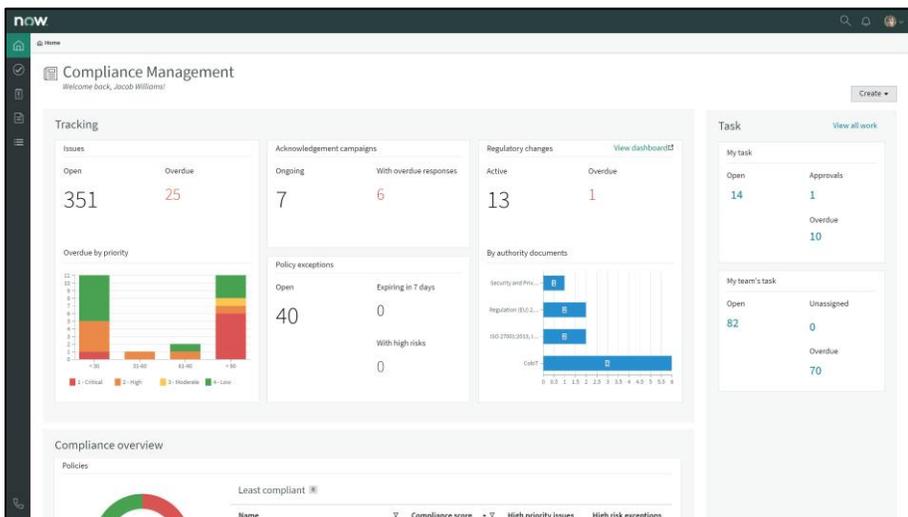
Homepage tailored for the needs of a Compliance Manager

Policy and Compliance Management works closely with Risk, Audit, Vendor Risk, Regulatory Change, and Privacy Management.

- Risk Management – Generate risks based on compliance control failures, including a calculated risk score to identify critical issues in real-time

Identify compliance violations in real-time

Configure compliance indicators and define thresholds to enable continuous monitoring of your extended enterprise for real-time visibility into your compliance posture.

Save time and money

Reduce manual effort, cost, and allow resource reallocation with automated compliance testing.

Respond quickly to compliance failures

Smart issue management generates issues and assigns owners based on compliance failures during internal audit testing so you can resolve issues before they become audit findings.

Simplify compliance

Test controls once and comply with numerous regulations through our single taxonomy and common controls framework.

Extend your ServiceNow investment

The single platform of engagement offers cross-functional automation, easy integration, data ingest and publication.

- Audit Management – Regularly collect evidence through compliance testing to streamline internal audit exercises, external audit engagements, and eliminate recurring audit findings.

- Vendor Risk Management – Assess third parties on a consistent basis to ensure they comply with regulatory guidelines imposed by your enterprise.

- Regulatory Change Management – Identify and assess the impact of changes to regulations you have imported then track implementation efforts for a seamless, end-to-end program.

- Privacy Management – Ingest privacy regulations into a single taxonomy and utilized the common control framework to help ensure compliance to privacy mandates.

Define a governance framework

ServiceNow Policy and Compliance helps manage your governance framework, including policies, laws and regulations, and best practices in one system, and maps them to controls. Once defined, you can automate repetitive processes, even across functional groups.

Continuously monitor for compliance

Through ServiceNow you can identify relevant business owners, and systems, and automate the manual cross-functional processes for policy lifecycle management and compliance testing.

Continuous monitoring can quickly identify non-compliant controls and manage the Key Performance Indicator (KPI) library with automated data validation and evidence gathering. This allows teams to

respond more quickly to issues or effectively scope an engagement.

The unique capabilities of our platform eliminate errors and inefficiencies associated with emails, phone calls, and in-person meetings.

To complement existing Policy and Compliance capabilities, we provide out-of-the-box integration with Performance Analytics (PA) for GRC, which uses PA indicators and thresholds as another means to detect failing critical controls between assessments.

Additionally, using the built-in Attestation Designer, you can create and execute tests and attestations that are specific to a policy statement. This eliminates errors during evidence collection and mitigates the need to manually reconcile test results and metrics.

Manage policy exceptions

To appropriately track compliance, you can generate policies exceptions for specific policies and durations. Through pre-defined workflows, risk assessments are preformed and if the risk is acceptable controls are marked compliant. Notifications are sent out when the exception is due to expire.

Our virtual agent walks you through the process of executing a policy exception with simple prompts in plain English. Policy exceptions have also been built into the Security Operations Vulnerability Response application to better track patching activities.

Embed policy acknowledgements into daily workflows

To make it easy for employees to meet compliance requirements policy acknowledgements have been built into their familiar employee service portal. In this way departments such

as HR, Security, IT, and Finance can have employees review and acknowledge code of conduct, acceptable IT use, insider trading, and other policies without impacting productivity.

Provide visibility at all levels

Interactive real-time dashboards provide overviews of your risk and compliance posture and audit activities. The role-based dashboards in the GRC Workbench allow you to view status updates, priorities, and tasks associated with engagements. Dependency modeling uses CMDB information to show upstream and downstream relationships across entities, so you can visualize the business impact of a control failure throughout the enterprise.

Lean more at

https://www.servicenow.com/products/policy-compliance-management.html
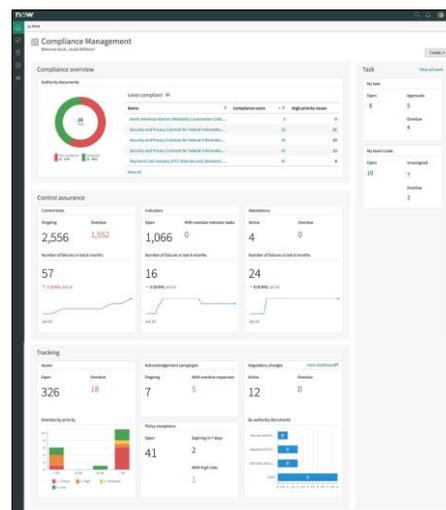
Compliance workspace homepage