Transforming third-party risk management in financial services

ServiceNow vendor risk management
As the financial world increasingly digitizes information and becomes more interconnected with external parties, it is exceedingly important to have a firm grasp of vendor vulnerabilities that could put your organization at risk.

ServiceNow Vendor Risk Management provides you with a central mechanism to communicate with and assess vendors, enforce consistent processes, effectively manage workload, and gain better visibility into your risk posture. Together with the other applications within the ServiceNow Governance, Risk, and Compliance suite, your organization is well positioned to monitor, prioritize, and automate response to real risks in real-time.

ServiceNow for financial services

Globally, financial institutions of varying sizes and types rely on ServiceNow to support their digital transformation.

With one platform, we partner with FSIs to future-proof their business in an era of rapid transformation and new market dynamics.

This includes:

- Accelerating innovation to turn the high pace of change into a competitive advantage.
- Exceeding customer expectations through operational excellence and better employee experiences.
- Strengthening resiliency to maintain customer trust and protect the business’ reputation.

For more on ServiceNow’s work in financial services, visit: https://www.servicenow.com/solutions/industry/financial-services.html.
ServiceNow Vendor Risk Management transforms the way you manage vendor risk.

Financial services institutions are increasingly reliant on their partnerships with vendors as operations and services are digitized to better serve customers. Data is more accessible via the cloud and sensitive data may be shared across multiple partners.

In this environment, having a solid grasp of vendors’ risk and compliance posture is critical to the security of your enterprise. However, assessing vendor risk tends to be an extremely time-consuming and error-prone exercise involving spreadsheets, email, and rudimentary risk management tools. You require a more advanced vendor risk management program that not only lets you adhere to mandates and regulations, but also provides a competitive advantage through sound risk management practices, better quality, and improved processes.

Why ServiceNow Vendor Risk Management?

ServiceNow Vendor Risk Management enables financial services institutions (FSIs) to precisely report vendor risks and issues, establish consistent assessment and remediation processes, and automate assessment procedures. It provides a means to facilitate stakeholder interactions, drive transparency and accountability, and effectively monitor vendor-related risks.

By operationalizing the way FSIs manage vendors, it frees up resources to assess a greater number of critical vendors. And, by aligning vendor risk management with overall enterprise risk management priorities, businesses are in a better position to assess the organization’s risk posture.
An integrated risk program

ServiceNow Vendor Risk Management extends our core Governance, Risk, and Compliance (GRC) services beyond your enterprise, where all four GRC applications work together to manage risk and compliance (see graphic below).

For example, when a vendor is linked to a ServiceNow Governance, Risk, and Compliance “profile type,” then controls that are already applied are assigned to that vendor’s profile as well. This control requirement is then visible within ServiceNow Vendor Risk Management.

Vendor risks can also be linked to an internal risk in ServiceNow Governance, Risk, and Compliance which improves monitoring. Using the ServiceNow Policy and Compliance Management application, individual questions can be mapped to a vendor’s control and the response can impact that control—marking it as “compliant” or “non-compliant” during a review.

This can be used to provide top-down traceability, from an authority document or compliance requirement to a specific question in a questionnaire, for a specific vendor.

Through the ServiceNow Vendor Risk Management application, non-compliant controls automatically adjust the risk score associated with that vendor.
Advanced risk management for financial services

ServiceNow Vendor Risk Management provides FSIs with the following capabilities:

**Monitor:** Monitor risks and issues in your vendor environment, and assess the impact to your organization’s risk posture.

**Prioritize and Respond:** Quickly identify non-compliant vendors that post the greatest risk to your organization to speed decision making. Internal and external stakeholders collaborate effortlessly to drive open items to closure.

**Automate:** Scheduling recurring assessments and set up automated notifications and escalations. Accelerate cross-functional remediation and risk mitigation processes.
Benefits of ServiceNow Vendor Risk Management

Control risk exposure across your extended enterprise with continuous monitoring, at scale

• Gain visibility and transparency into the status of assessments, issues, and tasks across your vendor ecosystem

• Centralize interaction and communication and provide a means for vendors to manage their cross-functional response teams in the vendor portal

• Integrate with a governance framework to get top-down traceability, from an authority document or compliance requirement to the question in a questionnaire for a specific vendor

Improve strategic planning and decision making with a single integrated risk management program, to prioritize risk

• Identify critical vendors with dependency mappings and fine-grained impact analysis using real-time vendor information

• Speed assessment, scoring, and risk prioritization of vendor issues using GRC indicators and vendor risk scores augmented with information from ServiceNow Vendor Risk Management

• Facilitate internal and external stakeholder collaboration on open items and drive them to closure

Increase performance and productivity through consistent and cross-functional automation

• Deliver a system of engagement to manage stakeholder relationships, automate routine vendor risk processes and risk scoring, and manage risk throughout the vendor assessment lifecycle

• Utilize import capabilities to auto-populate questionnaires such as the built-in Shared Assessments Standardized Information Gathering (SIG) questionnaire to consolidate the process of collecting, parsing, and scoring a risk assessment

• Address overdue assessments and treatments with automated notifications and escalations
The future of the financial services industry is dependent on balancing innovation with risk mitigation.

At ServiceNow, we’re committed to giving cybersecurity professionals the tools they need.

Learn more about our governance, risk and compliance solutions

Learn more about how ServiceNow works for financial services