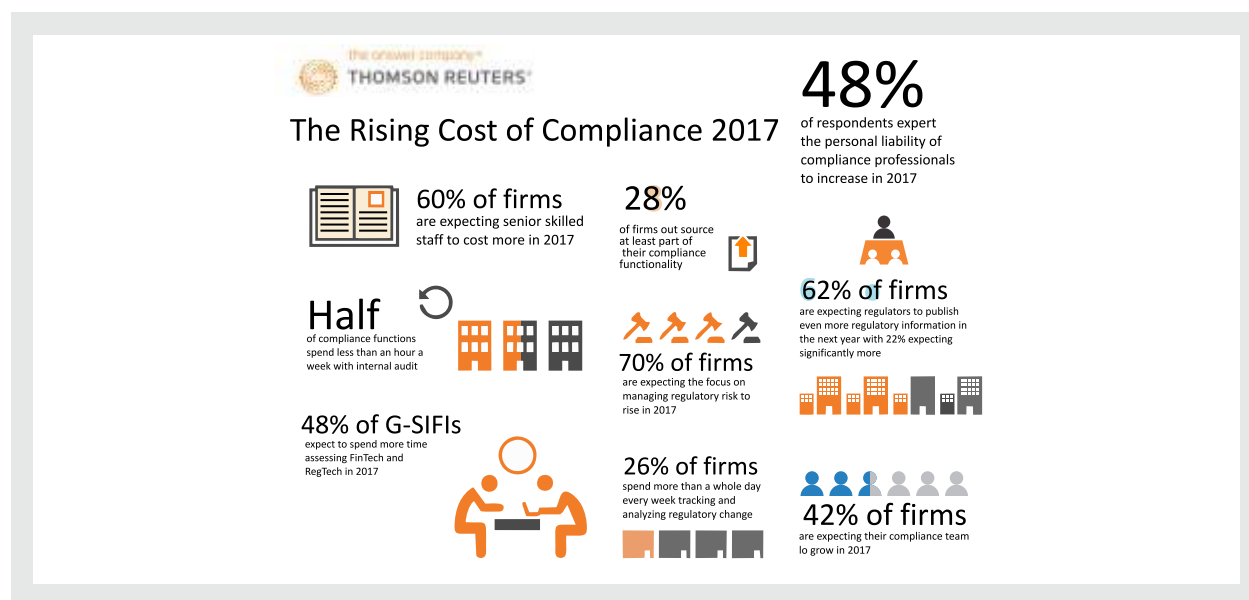# Activate your 360° GRC Solution with ServiceNow®

INTRODUCTION

The business environment that today's enterprises operate in is challenging - constantly fluctuating market trends, industry dynamics, evolving customer needs, coupled with the onset of new global policies like GDPR and MiFID II, which makes it extremely difficult for organizations to survive and thrive.

To add on, there are multiple issues that companies have to address on a daily basis,

▸ The demands of high levels of transparency by stakeholders.

▸ The unpredictable and constantly changing policies, regulations and the enforcement Environment.

▸ Exponential growth of the vendor ecosystem and the risk of managing vendor Relationships.

▸ The rising costs of addressing these risks and requirements.

▸ The costly and severe impact of unidentified risks and challenges (the average cost of a data breach is $4 million).

THOMSON REUTERS

The Rising Cost of Compliance 2017

48% of respondents expert the personal liability of compliance professionals to increase in 2017

60% of firms are expecting senior skilled staff to cost more in 2017

28% of firms out source at least part of their compliance functionality

Half of compliance functions spend less than an hour a week with internal audit

70% of firms are expecting the focus on managing regulatory risk to rise in 2017

62% of firms are expecting regulators to publish even more regulatory information in the next year with 22% expecting significantly more

48% of G-SIFIs expect to spend more time assessing FinTech and RegTech in 2017

26% of firms spend more than a whole day every week tracking and analyzing regulatory change

42% of firms are expecting their compliance team lo grow in 2017

Over the years, in order to address these challenges, organizations have invested heavily in developing distinct departments and programs such as policy management, IT governance, business continuity management, audit and compliance. Although these departments have managed to yield the results, they were often siloed and ineffective to the business as a whole. Lack of the end-to-end visibility into risks, difficulty in measuring and addressing these risks, and the resulting high costs have only spiraled the issues.

Top 10 Organizational Risks

Damage To Reputation/brand	Economic Slowdown	Increasing Competition	Regulatory Changes
Cyber Crime	Failure To Meet Customer Needs	Failure To Attract And Retain Talent	Business Interruption
	Political Uncertainties	Third Party Liability	

WHAT IS GRC, AND WHY DO YOU NEED IT?

As the regulatory environments across industry verticals continuously evolve, organizations have a tough time keeping up; they end up spending a significant amount of time trying to understand and comply with the regulatory requirements. With no proactive controls in place, organizations often tend to overlook critical and emerging risks. As Warren Buffet (American business magnate, investor, and philanthropist) said, "Risk comes from not knowing what you're doing". Disparate systems, lack of integrated collaboration and reporting tools, as well as inefficient compliance processes make them even more vulnerable to unnecessary risks. Additionally, with the growing number of cyber threats (the cost of cyber crime is expected to reach over $2 trillion[2] by 2019), and the need to assess and manage them, things are only getting worse.

Governance, Risk and Compliance (GRC) programs were created to ensure enterprises meet compliance mandates while, at the same time, address existing and upcoming risks. GRC is an integrated collection of processes and controls that enable an organization to reliably address uncertainty, achieve objectives, and act with integrity. By efficiently identifying and mitigating risks, GRC enables enterprises to effectively manage and govern their business and facilitate them in complying with the necessary regulatory requirements as laid down by the industry.

Implementing an enterprise-wide framework like GRC ensures the right objectives are established and the right actions and controls are put in place to address the uncertainty around risks and ensure compliance. When done right, organizations can achieve:

‣ Visibility into risk and compliance activities

‣ Process optimization by the elimination of manual, non-value adding activities

‣ Risk-aware decision-making from improved reporting and business insight

‣ Substantial savings from the reduction of legal fines due to compliance

‣ Reporting accuracy and improved employee productivity

‣ Increased market name and revenue

‣ Competitive advantage by turning risk into value

SERVICENOW® GOVERNANCE, RISK AND COMPLIANCE

ServiceNow's GRC solution helps manage strict and complex industry and regulatory requirements and enables companies to respond to risks in real-time through continuous monitoring, prioritization and automation. By taking a proactive approach, the solution breaks away from siloed, inefficient manual processes to automated, actionable processes.
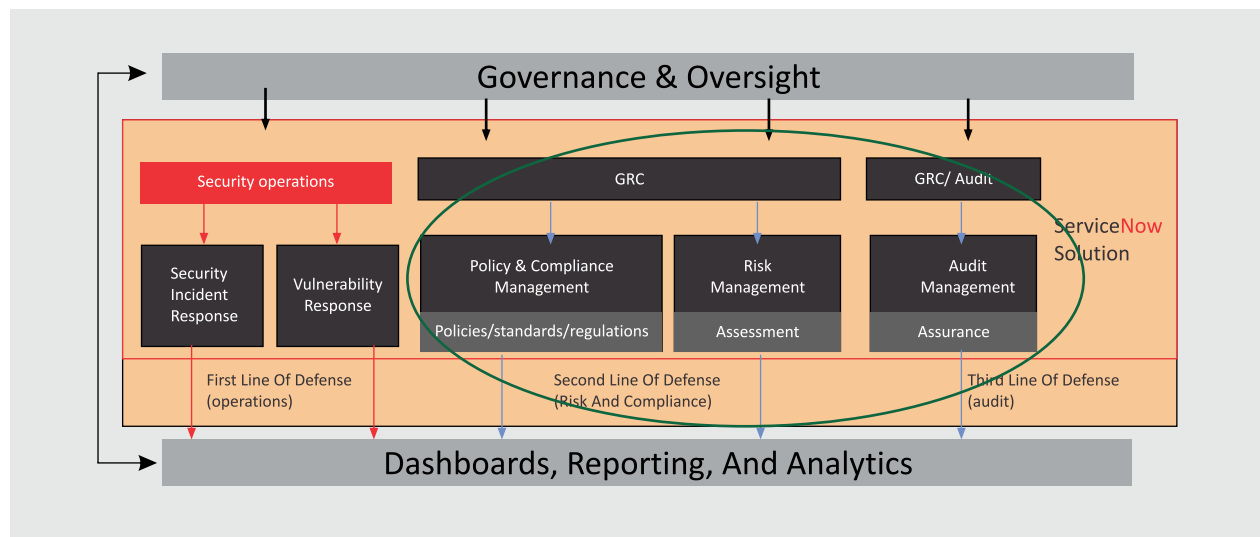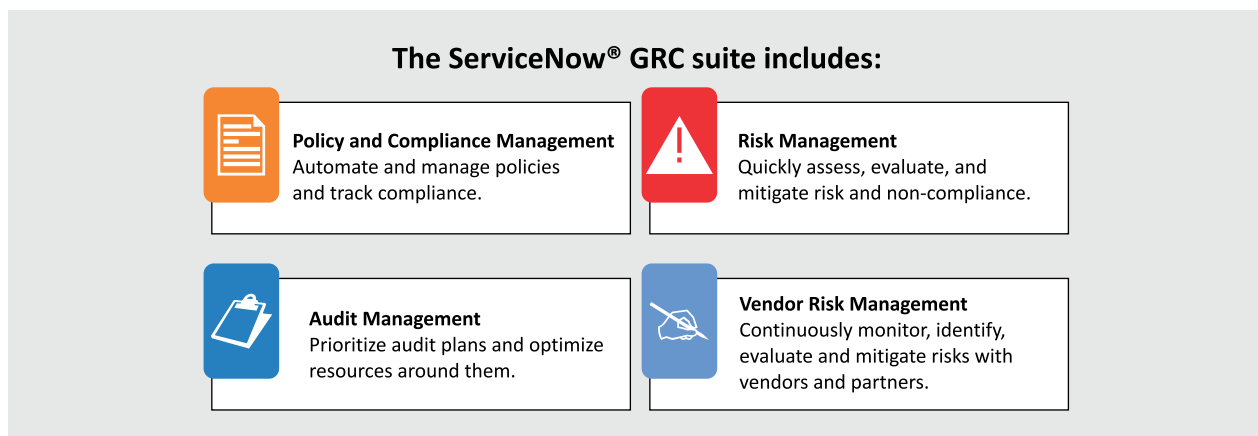
With ServiceNow GRC, audit committees and compliance officers can get a quick access to relevant data from real-time reporting and full workflow integration, measure controls and ensure compliance.

Get actionable risk and compliance information from real-time dashboards

Automate activities across departments and systems and improve risk posture

Prioritize risks by evaluating business impact and take necessary action

UNIQUE FEATURES OF SERVICENOW® GRC

ServiceNow GRC enables organizations to detect emerging risks in time and adjust controls and policies in order to mitigate those risks. Enterprises can not only efficiently monitor, detect, and assess changes to the risk and compliance posture, but also orchestrate and automate the appropriate rededication and actions across the enterprise.

The ServiceNow® GRC suite includes:

Policy and Compliance Management
Automate and manage policies and track compliance.

Risk Management
Quickly assess, evaluate, and mitigate risk and non-compliance.

Audit Management
Prioritize audit plans and optimize resources around them.

Vendor Risk Management
Continuously monitor, identify, evaluate and mitigate risks with vendors and partners.

BUSINESS BENEFITS OF SERVICENOW® GRC

ServiceNow® GRC helps enterprises manage their corporate governance and risk management environment and demonstrate corporate compliance. By providing timely, comprehensive and continuous information for auditing, reporting, and compliance purposes, they can create a scalable compliance program based on their organization's needs, as well as meet internal and regulatory requirements.

With ServiceNow® GRC, you can:

▸ Continuously monitor business processes and control your risk exposure

▸ Evaluate data from interactive and real-time dashboards and visualize your risk and compliance posture in real-time

▸ Enable automated data validation to monitor high-risk areas, identify non-compliant controls and track audit findings

‣ Leverage business impact analysis capabilities and prioritize your most critical risks with a unified GRC program

‣ Break down silos and gain end-to-end visibility across disparate systems and functional groups

‣ Combine asset and process-centric methodologies and ensure enterprise-wide risk management

‣ Minimize your GRC burden by using consistent workflows and automation

‣ Automate processes and cross-functional activities and reduce repetitive tasks by more than 50%

‣ Enable automated responses and speed rededication time from weeks to minutes

USE CASES FOR SERVICENOW® GRC

With compliance becoming a requisite for business excellence across industry verticals, GRC has become an important area of focus. Companies with a robust GRC program in place enjoy compliance with regulations and internal policies while simultaneously enhancing information security practices and streamlining audits and remediation activities. While considering ServiceNow as a potential tool for GRC, the following are the various ways in which it can be used:

1. Governance Framework
"The real mechanism for corporate governance is the active involvement of the owners", Louis Gerstner, former CEO, IBM. ServiceNow GRC can be used to define and build a robust governance framework; by including elements such as policies, laws, regulations, as well as best practices in a single unified system, you can identify non-compliant controls, automate manual cross-functional processes and proactively respond to issues.

> Using ServiceNow GRC, Christus Health, an American health company, was able to save $9 million[3] over a period of 3 years by automating their HR service delivery.

2. Compliance Management
"If you think compliance is expensive, try non-compliance", Paul McNulty, Former US Attorney General.

ServiceNow® GRC allows you to efficiently store all your authority and compliance documents, internal policies, standards, and standard operating procedures in a central repository. This makes it easier to support and maintain control frameworks, manage the lifecycle of your internal policies, and ensure compliance across your enterprise.

> Using ServiceNow GRC, a leading chain of restaurants is spending 70%[4] less time managing audits.

3. Risk Management

"If you don't invest in risk management, no matter what business you're in, it's a risky business", Gary Cohn, Former Director, National Economic Council.

With ServiceNow® GRC, you can detect and manage risks in a single place and normalize scores across the enterprise. By scheduling assessments, you can collect information about existing and emerging risks, leverage risk methodologies to determine risk scores, and respond to issues in real-time. You can also carry out vendor risk management by consolidating vendors into a single catalogue and drive efficient collaboration between vendors and their response teams.

4. Audit Management

"Crisis management is what you do when risk management fails", French Caldwell, Chief Evangelist, MetricnStream

ServiceNow® GRC allows you to document and track the audit cycle, identify non-compliant controls and efficiently manage your risk library. Interactive real-time dashboards provide the much-needed insight audit results, quickly ascertain areas of concern and their impact throughout the enterprise.

ServiceNow GRC is helping the audit team of CareWorks[5], a leading provider of managed care services, save $128k a year.

ALCOR'S EXPERTISE IN GRC

Alcor's GRC services assist clients in developing, implementing and managing a GRC framework. We help clients implement the ServiceNow® GRC module, as well as enhance it using extensions developed by experienced consultants. Our strategic consulting expertise includes assessing and building solutions for enterprise service governance, performance and service level management, security and compliance requirements such as SOX Type[2], HIPAA, BASEL, FISMA, PCI etc.

GRC Offering

The success of any GRC program relies heavily on defining the collection of external and internal influences a company has. External influences or regulations and frameworks which a company has to adhere to, because of the type of company and its maturity level such as SOX, HIPAA, FFIEC, NIST, ISO27000, etc. and internal influences or internal policies which the company operates under, which again, is based on the maturity level.

Governing Regulations

Healthcare

Pharmaceutical

Public

Credit Card

Bank
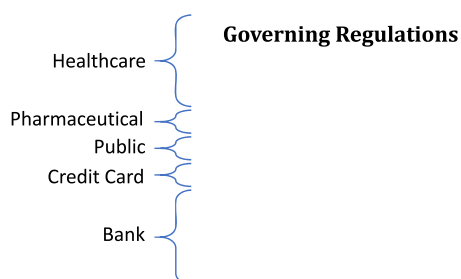
Once these influences are defined, they're applied to areas within the company. The impacted areas will many times include the infrastructure ecosystem, but can also extend to departments like HR, Legal and Finance. The combination of these influences, together with the impacted areas is what makes for a robust GRC program.

At Alcor, we work with clients to determine operational infrastructure areas which contribute to key compliance aspects. Examples include central handling of IDS/IPS alerts for security adherence, access awareness for critical data repositories, in addition to common controls such as Business Continuity, Change Management, and Data Classification, etc.
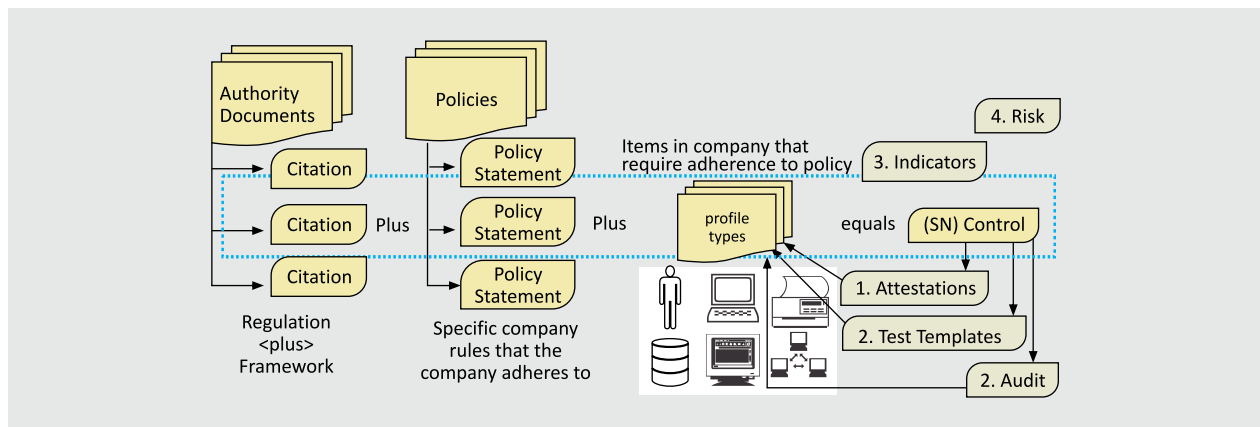
Alcor's implementation professionals prepare clients to gather all of the components necessary to automate evidence gathering, so that content is reusable, centralized, and easily accessible in one platform. We also have the capability to integrate tools, for when clients have compliance processes in different operational environments.

Solution Methodology
At Alcor, we guide our clients on a combination of external influences, internal policies and impacted areas which are critical for achieving operational fluidity in audit posturing.

Our three-step process includes:
1. Wading through the multitude of regulations and frameworks, and mapping repetitive controls

2. Assessing existing policies and determining validity and ownership and enlisting changes to ensure correlation to external in fluences

3. Guiding clients in determining departmental applicability for those policies

Our GRC solution methodology is based on a 360-degree view of GRC solutions.

GRC Assessment
- Assess the current state governance, operational and compliance structure. Identify potential gaps with GRC requirements and risks. Recommend consultative solutions to bridge them

GRC Framework Design
- Recommend and design an enterprise framework for managing GRC requirements.

Policies & Procedures Set Up
- Sett up policies and procedures that are integral to defining and meeting compliance objectives and standards

Control Points Implementation
- Recommend and implement GRC control points as an integrated part of enterprise service management.

Reporting & Dashboards
- Build reports and dashboards to show the status of the compliance operations, performance of various controls, identified risks and mitigation plans

CONCLUSION

As companies strive to become leaner and more focused on their core competencies, optimized performance is often linked with efficient management of risk, while simultaneously emphasizing on the need to remain compliant with government laws and industry regulations. By devising multiple teams that operate in silos, do not collaborate well and use myriad frameworks and systems, these organizations fail to embed risk management into their core business strategy. The outcome is not only inefficiency but also failure to get a clear view of organizational risk levels and non-compliance with regulations.

Whether organizations realize it or not, they are all affected by governance, risk management and compliance in some way. If you are looking to eliminate silos, foster coordination and make appropriate decisions based on complete, accurate, and timely information, GRC convergence is need of the hour. By building a holistic system of intelligence, GRC helps in achieving critical risk insights, highlighting their impact on the enterprise while allowing you to take necessary action. According to a report by Pw 63% of companies that shifted risk management responsibilities to the first line made them more agile and better at anticipating and mitigating risks.

ServiceNow® GRC helps organizations optimize performance by managing risks in a timely manner, while staying in compliance. With ServiceNow® GRC, you can not only modernize your compliance efforts through continuous monitoring but also reduce time and effort spent on audits and internal reviews. Just as enterprise resource planning (ERP) has, over the years, become the backbone of organizations for the end-to-end functioning of a business, GRC will become the building block in the world of governance and compliance.

ABOUT ALCOR SOLUTIONS, INC.

Alcor is a global cloud advisory and implementation services company serving Fortune 500, Government Agencies, and other leading organizations in multiple industry verticals across the Americas, Canada and India. Alcor is a ServiceNow® Gold Services and sales Partner, and also partners to Salesforce®, FireEye, Microsoft®, Bomgar, and BigPanda® amongst others. They advise leading businesses on cloud platforms, architecture, enterprise service management and integrating IT service delivery. They also provide business process consulting to capture, re-engineer and improve processes that can easily be automated to deliver real value. The Alcor consulting team has expertise in Business strategy, Cloud Technology and Organizational Change Management.

For more information, connect with them at *information@alcortech.com*

ALCOR
ENABLING CLOUD™

Alcor is a technology implementation company focusing on Enterprise and Government technology needs in ITSM, systems integration, web development and mobility space. We provide a strategic ITSM implementation approach to our clients and focus on solving business problems by leveraging an integrated business process design and technology implementation capability.