

ServiceNow GRC

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

ServiceNow GRC Training is designed to help professionals build expertise in managing governance, risk, compliance, and audit processes through a centralized digital workflow platform. The course covers policy management, risk assessments, control monitoring, issue remediation, audit tracking, and vendor risk oversight. Participants will gain practical knowledge of how to improve compliance visibility, strengthen internal controls, automate governance workflows, and support more effective risk and compliance management across enterprise operations.

Module 1: Introduction to ServiceNow GRC

- ✓ Governance, Risk, and Compliance Fundamentals
- ✓ Overview of the ServiceNow GRC Suite
- ✓ GRC Business Use Cases
- ✓ Core Components of ServiceNow GRC
- ✓ ServiceNow GRC Architecture
- ✓ Navigation and User Interface

Module 2: ServiceNow GRC Data Model and Foundation

- ✓ GRC Data Structure Overview
- ✓ Profiles, Entities, and Relationships
- ✓ Policy, Risk, and Control Data Models
- ✓ Records and Lifecycle Concepts
- ✓ GRC Roles and Responsibilities
- ✓ Foundation Setup Best Practices

Module 3: Policy and Compliance Management

- ✓ Policy Management Fundamentals
- ✓ Policy Lifecycle Management
- ✓ Compliance Requirements Mapping
- ✓ Authority Documents and Citations
- ✓ Policy Attestations
- ✓ Compliance Monitoring Processes

- ✓ Policy Review and Approval Workflows

Module 4: Risk Management

- ✓ Enterprise Risk Management Concepts
- ✓ Risk Identification and Classification
- ✓ Risk Register Management
- ✓ Risk Assessment Methodologies
- ✓ Inherent and Residual Risk
- ✓ Risk Scoring Models
- ✓ Risk Response and Mitigation Planning

Module 5: Control Management and Control Testing

- ✓ Control Framework Concepts
- ✓ Control Design and Documentation
- ✓ Control Objectives and Ownership
- ✓ Control Mapping to Risks and Compliance
- ✓ Control Testing Methodologies
- ✓ Evidence Collection
- ✓ Continuous Control Monitoring

Module 6: Issue Management and Remediation

- ✓ Issue Lifecycle Management

- ✓ Findings and Deficiencies Tracking
- ✓ Root Cause Analysis
- ✓ Remediation Task Assignment
- ✓ Corrective Action Plans
- ✓ Escalation and Follow-Up
- ✓ Issue Closure Validation

Module 7: Audit Management

- ✓ Audit Planning Fundamentals
- ✓ Audit Universe and Audit Engagements
- ✓ Audit Scope and Scheduling
- ✓ Audit Task Management
- ✓ Workpapers and Evidence Management
- ✓ Audit Findings and Recommendations
- ✓ Audit Reporting and Closure

Module 8: Vendor Risk Management

- ✓ Third-Party Risk Concepts
- ✓ Vendor Onboarding and Assessment
- ✓ Vendor Risk Questionnaires
- ✓ Risk Scoring and Classification
- ✓ Ongoing Vendor Monitoring

- ✓ Vendor Remediation and Follow-Up
- ✓ Third-Party Compliance Oversight

Module 9: Workflow Automation and Task Orchestration

- ✓ GRC Workflow Fundamentals
- ✓ Task Assignment and Routing
- ✓ Approval Workflows
- ✓ Notifications and Escalations
- ✓ Automated Risk and Compliance Activities
- ✓ Workflow Monitoring
- ✓ Process Optimization Techniques

Module 10: Dashboards, Reporting, and Analytics

- ✓ GRC Reporting Framework
- ✓ Risk and Compliance Dashboards
- ✓ Audit and Issue Reports
- ✓ KPI and KRI Monitoring
- ✓ Executive Reporting
- ✓ Data Visualization for Governance Teams
- ✓ Reporting Best Practices

Module 11: User Administration and Security

- ✓ Role-Based Access Control
- ✓ GRC User Roles
- ✓ Segregation of Duties Considerations
- ✓ Security and Access Management
- ✓ Data Visibility and Confidentiality
- ✓ Administrative Settings
- ✓ Governance of GRC Access

Module 12: Integration and Enterprise Governance Alignment

- ✓ Integration with ITSM and SecOps
- ✓ Data Sharing Across ServiceNow Modules
- ✓ GRC and Enterprise Risk Alignment
- ✓ Compliance Integration Considerations
- ✓ Workflow Integration with Business Functions
- ✓ Cross-Functional Governance Processes
- ✓ Integration Best Practices

Module 13: Implementation Strategy and Best Practices

- ✓ ServiceNow GRC Implementation Approach
- ✓ Requirement Gathering and Process Design

- ✓ GRC Maturity Assessment
- ✓ Configuration Planning
- ✓ User Adoption and Change Management
- ✓ Common Implementation Challenges
- ✓ Industry Best Practices

Module 14: Real-World Scenarios and Case Studies

- ✓ Risk Assessment Scenarios
- ✓ Policy and Compliance Use Cases
- ✓ Audit Workflow Case Studies
- ✓ Issue Remediation Scenarios
- ✓ Vendor Risk Examples
- ✓ Reporting and Governance Scenarios
- ✓ End-to-End GRC Process Walkthroughs