**Project Objectives and KPI Template**

**1. Project Objectives**

* **Objective 1:** Implement ServiceNow GRC for enterprise-wide risk and compliance management.
* **Objective 2:** Automate policy lifecycle and risk assessments to reduce manual efforts.
* **Objective 3:** Enhance real-time compliance tracking through dashboards and reporting.

**2. Key Performance Indicators (KPIs)**

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| --- | --- | --- |
| KPI | Measurement | Target |
| Compliance Reporting Time | Reduction in manual compliance reporting efforts | 30% reduction |
| Risk Identification Accuracy | Percentage of risks accurately identified | 90% accuracy |
| Audit Completion Rate | Percentage of audits completed on time | 95% on-time completion |
| User Adoption | Number of trained users engaging with GRC module | 100% of target users trained |
| Policy Compliance | Percentage of policies reviewed and approved in the system | 100% policy compliance |

**3. Monitoring and Review**

* KPIs will be tracked via ServiceNow dashboards.
* Monthly review meetings with stakeholders.
* Adjustments to processes based on performance metrics.