



# ZServiceDesk

IT GRC (Governance, Risk & Compliance)

**01** Integrated Risk Management

**02** Policy Management

**03** Compliance Management

**04** Audit Management

**05** Third-Party Risk Management

**06** Documents Repository



In last few years, dependency on the information systems has been increased drastically and every organization is now having major dependency on the information systems to run the business in uninterrupted manner. Cyber Criminals are also now much focused and use advance tools and techniques to attack information system. Since information systems have become the crown jewels of the organizations, it is now important for any organization to ensure the protection to avoid any financial or reputational loss.

IT Governance, Risk & Compliance (IT-GRC) is a concept and strategy of having overall approach to identify & estimate Cyber Risk for Enterprise Risk Management and to manage Compliances & Regulatory Standards. It helps to bring the information out of various containers into one collaborative environment. An effective GRC framework enables organizations to establish defensible cyberspaces, coordinate risk & compliances with business processes and provide holistic view of organization's Risk & Compliance posture.

ZServiceDesk GRC provides the integrated approach and framework to deploy robust governance model within the organization using enterprise class Risk Assessment, which take the information from multiple sources belongs to Risks, Controls, Policies, Compliances, Audits, Vendors and provide intelligence and reporting for executives to direct the organization. With flexible deployment models, product is offered in both On-Premise and Cloud Based model and can be integrated with any third-party application which supports industry standard REST APIs.

***Establish Defensible Cyberspaces, Identify Cyber Risks, Apply Policies & Controls, Manage Regulatory Standards & Compliances***

# Integrated IT GRC Framework

## Designed for Enterprises

*Based on NIST, CIS and Other International Standards*

### Information Security Risks

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Complex relationship amongst systems, information and business processes requires an integrated approach and organization wide view of managing risks from Information systems such as procedures, processes and structures that affects design, development, implementation, and ongoing operations of those systems.

Managing the risks is critical for the organizations in achieving the strategic goals and objectives. It ensures that leaders/executives recognize the importance of managing security risk and establish governance structure.

### Integrated Risk & Controls Management Framework

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ZServiceDesk GRC provides the integrated framework to ensure that Risk Management process is effectively conducted across organization, processes, and information systems and controls are continuously monitored to reduce risk.

Integrated approach allows to manage the entire lifecycle of Risk management and other relevant components to establish effective governance structure. Organizations can assign the stakeholders, create Defensible Cyberspaces, Create Assets, Assign Risk Levels, Identify Risks, Assess Impact, define mitigation strategies, Apply & Implement Controls, create relevant Policies, do the vendor risk assessment, create and track audit activities, map with Compliances and Regulatory requirements.

It helps to ensure that within organization's Defensible Cyberspaces, Risks are Assessed, Monitored, Responded and Approved. Risk Reports & executive dashboards helps executive to take strategic decision on mitigating or reducing the information security risks to an acceptable level. With our integrated approach organizations can monitor whether

### Policy Management

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We provide the centralized platform to create policies, procedures, standards, or guidelines. Based upon the actual business environment, organizations can create various categories, create policies, assign policy owner, publish to relevant user groups post appropriate approvals, track them for period reviews, send update notifications or track the changes.

Organizations can categorize and keep records of all information security related documents in centralized repository for quick access or periodic review.

Periodic security awareness emailers regarding relevant policies, guidelines, procedures etc. can be sent to relevant user groups.

### Manage Compliance & Audits

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ZServiceDesk GRC helps organization to ensure that they are complying against applicable Regulations & Compliances such as ISO 27001, PCI-DSS, HIPPA, RBI Regulations, GDPR etc.

Organizations can manage the implementation of policies and controls and track the completion of tasks relevant to compliances.

Our application can help in creating various audits, manage related information, documentation, recommendations, tasks etc.

### Third-Party Risk Management

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Risk doesn't arise only from internal sources; an organization could be exposed to the various other risks due to the associated Third-Party vendors and their sub-contracts. Vendors may be engaged for various services such as DC Management, HW/SW supply, Managed Services, System Integration etc. and due to the various information accessed by them, your organization could face major impact around financial or reputation loss.

Our comprehensive vendor management module can help you to create vendor information, classify them, create and share assessment questionnaire, do the self-assessment and figure out the risk score. Stakeholders can further decide to take sufficient measures to reduce the vendor related risks.

Managing risk is a complex, multifaceted activity that requires the involvement of the entire organization—from senior leaders/executives providing the strategic vision and top-level goals and objectives for the organization; to mid-level leaders planning, executing, and managing projects; to individuals on the front lines operating the information systems supporting the organization's missions/business functions



01 Web Based  
Modern User

02 On-Premise / Cloud  
Subscription

03 Annual and Perpetual  
Model

04 Quick Deployment

05 Cost Effective

06 Web APIs for Third-  
Party Integration

### Integrated Risk Management

- Risk Framework with System, Entities & Assets
- Assets (Processes, data, people, physical asset) and risk mapping
- Risk Owner & Risk Assignment to various groups
- Risk assessment (Statement, Priority, Identification Methodology, Impact, Mitigation Steps etc...)
- Risk Scoring for Inherent & Residual Risks
- Risk Response
- Controls mapping with risk
- Task creation for specific risk
- Compliance mapping with risk
- Audit mapping with risk
- Risk Matrix & Dashboards

### Controls Management

- Controls creation, categorization & Classification
- Implementation Guidelines
- Mapping with Risk, Audit & Compliance
- Task creation for specific control
- Common Controls Identification
- Control Test Definitions
- Controls Dashboard

### Third-Party Risk Assessment

- Create & Manage Vendor Information
- Vendor Portal
- Create Assessment Questionnaire
- Self-Assessment Template
- Vendor Risk Scoring
- Approvals & Exception Management

### Security Assessment

- Create & Manage various security and gap assessments
- Gap assessment as per CIS Top 20 Controls
- Risk Scoring

### Asset Risk Classification

- Create assets (Processes, data, people, physical assets etc.)
- Custom fields in CMDB
- Risk Rating
- Mapping with System Entities

### Policy Management

- Policy creation for various categories such as physical security, operational security etc.
- Standards, Procedures, SOP creation
- Policy categorization
- Track policy changes & validity
- Policy update communication to relevant users

### Audit Management

- Create Audit Schedule
- Map Audit with required compliances, regulations, laws etc.
- Audit Checklists
- Assign Audit owners and create associated tasks

### Compliance Management

- ISO 27001, PCI-DSS, HIPPA, RBI Regulations, GDPR etc.
- Compliance Score
- Compliance mapping with Risks & Audits

### Tasks & Issues Management

- Create and Track Tasks & Issues
- Classification & Assignment
- Mapping with risk, controls, audits, Vendor Assessment
- Exceptions Management

### User Awareness

- Create HTML Mailers for security awareness and send to different user groups

### Documents Repository

- Categorize and upload security related documents in central library

### Dashboards & Reports

- Risk Matrix (Inherent & Residual)
- Risk Reports
- Dashboards & Custom Reports
- Advance Filters
- Audit Logs

