



# Washington DC Environmental, Social, and Governance Management

Last updated: 02/01/2024



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# Environmental, Social, and Governance Management

The ServiceNow® Environmental, Social, and Governance Management application helps you to centrally manage all your environmental, social, and governance (ESG) commitments. The ESG Management application also facilitates easier reporting on the progress that you make on your ESG initiatives.

ESG refers to the three pillars of interest for socially responsible investors: the environmental, social, and corporate governance. Socially responsible investors consider it important to incorporate their values into their investments instead of simply considering their profit. The ESG framework considers the impact of factors such as sustainability, equality, and so on in the investment decision-making process.

Most organizations must report how they integrate ESG commitments into their business strategies. There's no defined exhaustive list of ESG initiatives. Some examples of ESG commitments are as follows:

- Responsible procurement
- Diversity, inclusion, and belonging at work
- E-waste reduction
- Reduced carbon footprint

## ESG Management overview

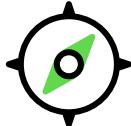
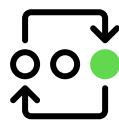
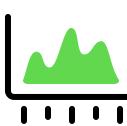
ESG Management application uses.

The following image shows how different departments collaborate for ESG reporting.

## ESG Management uses



## Get started

<p>Explore</p>  <p>Learn about how ESG program managers use the ESG Management application for addressing their environmental, social, and governance concerns.</p>	<p>Configure</p>  <p>Configure your ESG Management application.</p>	<p>Integrate</p>  <p>Integrate your ESG Management application with other applications such as Project Portfolio Management, Integrated Risk Management and Watershed.</p>
<p>Use</p>  <p>Use the ESG Management application for tasks such as importing citations, creating disclosures, updating disclosures, and so on.</p>	<p>Overview pages</p>  <p>View the ESG Management workspace overview pages for various reports.</p>	<p>Reference</p>  <p>Get details about components like fields, tables, roles, and properties installed with ESG Management.</p>

## Implement ESG Management

Use the [Setup checklist for the ESG Management application](#) to quickly implement the ESG Management application.

### Learn

[What is Environmental, Social, and Governance \(ESG\)?](#) 

## Exploring ESG Management

The ServiceNow® ESG Management application helps you to manage your environmental, social, and governance (ESG) initiatives.

### ESG Management overview

While most organizations engage in ESG initiatives, some lack a central tool to manage all their ESG programs. The absence of a tool leads to a lack of visibility into the ESG efforts and lack of progression tracking. The ESG Management application helps to resolve this issue. This application enables companies to manage their ESG programs and to communicate their ESG goals and progress.

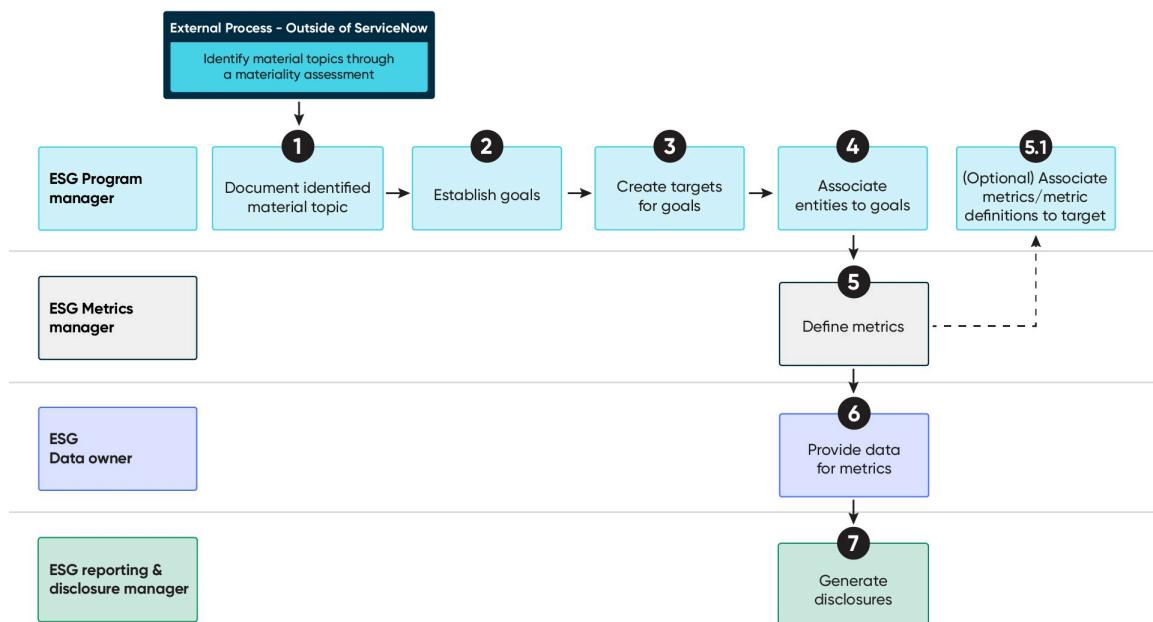
The business benefits of ESG reporting using the ESG Management application are as follows:

- Improves your brand reputation.
- Creates a competitive advantage.
- Attracts investors and more capital.
- Enables you to comply with regulatory requirements.
- Establishes strong corporate governance through ethical, transparent, and secure business practices.
- Improves corporate reputation.
- Improves customer confidence.
- Promotes transparency about the risks and opportunities.

## ESG Management workflow

The following diagram shows the workflow of ESG Management for each user role.

**Workflow of setting up and using the ESG Management application**



### Document material topics

Determine the material topics you'd like to track, such as managing carbon emissions. See [Create material topics](#) to get started and review [Material topic workflow and states](#) for more details.

### Establish goals

Goals are the outcomes you want to achieve, and targets are specific, measurable milestones that help you reach the goals. The Create an ESG goal page explains how to enter your goals and includes links to useful information like how goal progress is calculated. See [Create an ESG goal](#) for details.

### Create targets

A target shows you how well you are doing against your goal. The [Create an ESG target](#) page shows you how to do it.

### Associate entities with goals

Associate the entities that must be tracked for the goals and subgoals. This association is created for tracking purposes. Entities that are associated with the goal are responsible for tracking the goal. See [Associate entities to goals](#) for more details.

#### Define metrics

Create metric definitions and metrics to measure performance and how the organization is progressing toward its goals and targets. To gain an in-depth understanding of what are metrics and how they're useful in ESG Management, refer to [Exploring GRC: Metrics](#)

#### Add metrics to targets

Optionally, after you create a target, you can add a source for the target. The source can be a metric or a metric definition that contributes to the target. See [Add a source for a target](#) for more details.

#### Provide data for manual metrics or automatically collect data for automated metrics

Collect data for metrics either manually or automatically. Data must be provided manually for manual metrics and is automatically collected at the scheduled time for automated metrics. See [Provide data for a metric data task](#) for more details.

#### Generate disclosures

The disclosure is sent for review to the ESG program manager and after approval, it can be downloaded to a spreadsheet for easier reporting. Using the Microsoft 365 for ServiceNow Reporting, you can create disclosures in a Microsoft Word document. See [Integrating Microsoft 365 with ServiceNow reporting](#) to get started and review [Disclosures in ESG Management](#) for details.

## ESG Management benefits

Benefit	Feature	Users
Manage your ESG activities from the interactive dashboard in the Home page.	<a href="#">ESG Workspace</a>	ESG program manager, disclosure manager.
Monitor your individual and team tasks from a single dashboard in the My tasks view.	<a href="#">My tasks page view</a>	ESG program manager
Create material topics to determine your ESG initiatives	<a href="#">Create a material topic</a>	ESG program manager
Establish ESG goals to track your progress toward your chosen material topics.	<a href="#">Create an ESG goal</a>	ESG program manager
Create an ESG target to help track the progress towards your ESG goal.	<a href="#">Create an ESG target</a>	ESG program manager
Use GRC: Metrics to track goals and targets, collect data, and report data.	<a href="#">Exploring GRC: Metrics</a>	Metrics manager
Create disclosures for your organization. Disclosures enable investors to make informed decisions about companies, their risk posture, sustainability standards, and ESG compliance.	<a href="#">Create a narrative disclosure on remote storage</a>	Reporting disclosure manager, ESG program manager

## Elements of ESG Management

Before you start your environmental, social, and governance (ESG) initiatives, familiarize yourself with the key elements such as material topics, metrics, and disclosures that make up the ESG Management application.

The key components of the ESG program are as follows:

- Material topics: Themes that you want to work on.
- Goals: Objectives that you want to reach based on your topics.
- Targets: Set targets to track and measure the progress of the goals.
- Emission activities and factors: Activities that lead to emissions.
- Disclosures: Reports generated to show the company's progress on the chosen material topic.

### Material topics

Material topics are topics that represent an organization's most significant impacts on the economy, environment, and people. Companies identify these material topics by performing materiality assessments. These topics reflect the organization's most significant impacts on the society, environment, and people, including impacts on human rights. Some examples of material topics are E-waste management, giving and volunteering, and so on. To learn about the states of the material topic, refer to [Material topic workflow and states](#).

### Goals

Goals refer to objectives that an organization sets for itself to make an impact on their chosen material topics. You can link goals to material topics. Some examples of goals are as follows:

- Using renewable energy by the end of the year 2035.
- Increase diversity in the workplace by 50 percent.

A goal can also have subgoals. You can also associate different entities to the goal so that you can track who is responsible for fulfilling the goal.

If you integrate ESG Management with other products, you can also do the following:

- If you integrate with Project Portfolio Management, you can add programs and projects to capture the work being done to meet your goal.
- If you integrate with Integrated Risk Management, you can add risks, risk statements, policies, control objectives, and issues to your goals and build a governance framework.

For more information on integrations, see [Integrating ESG Management with other applications](#).

### Targets

Targets help you to measure your goal. For example, to meet the goal of increasing diversity in the workplace by 50 percent, the target can be to hire 30 percent diverse workforce by the first quarter of 2035.

### Disclosures

An ESG disclosure is a form of public reporting by an organization about its performance across various ESG issues.

## Emission activities and factors

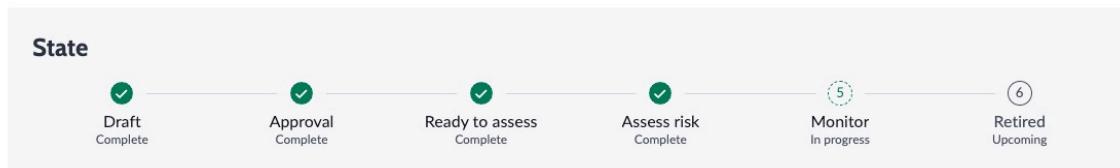
An emission activity refers to any activity that is associated with the release of pollutants such as Greenhouse gases (GHG).

The release of GHG into the atmosphere depends mainly on the activity and the product that emits the gases. To estimate GHG emissions per unit of available activity, you must use a factor called an emission factor. An emission factor is a coefficient which allows to convert activity data into GHG emissions. It is the average emission rate of a given source, relative to units of an activity or processes. As an ESG program manager, you must set up your library of emission activities and factors.

## Material topic workflow and states

Material topics are the point of origin for ESG initiatives. Only when a material topic is identified, it can be tracked and success can be measured.

The following image shows the states of a material topic.



The states of a material topic are defined as follows:

**1. Draft:** All material topics begin in this state. The following fields can be updated in this state:

- **Name**
- **Classification**
- **Importance to business success**
- **Importance to stakeholders**
- **Priority**
- **Approver**

**2. Approval:** In this state, the ESG program manager conducts a review of the material topic and ensures that all fields have been accurately updated to align with the materiality assessment outcomes. After the review is complete, the status is changed to the **Monitor** state. For example, if the material topic identified is Carbon emissions, the reviewer might review it for aspects such as:

- If the material topic adheres to the materiality assessment.
- If the description of the material topic is accurate.

**3. Ready to assess:** This state is accessible only if you have the ESG risk management plugin installed and activated. In this state, the material topic is sent for risk assessment.

**4. Assess risk:** This state is accessible only if you have the ESG risk management plugin installed and activated. In this state, the material topic risks are assessed by the ESG program manager.

**5. Monitor:** This state designed to oversee the material topic from a monitoring perspective. It remains in its current state until any modification is made to any of the material topic attributes. If an update is necessary, the material topic should be reverted to the **Draft** state. This may occur after a subsequent materiality assessment, where there could be a shift in the following attributes:

- Priority
- Significance to business success
- Significance to stakeholders

If a material topic moves back to the **Draft** state, there's no downstream impact to goals and targets. Only those material topics that are in the **Monitor** state are shown in the Materiality matrix on the ESG Workspace home page. Even when a material topic is in the **Monitor** state, the risk assessment can be re-initiated.

6. **Retired:** This state is used to retire the material topic when it is no longer tracked by the organization as an issue that is relevant to the organization.

## ESG Management use case

The ESG use case consists of multiple processes such as setting up your ESG program, defining metrics, collecting data for metrics, adhering to regulatory frameworks, and generating disclosures.

### Setting up the ESG Management program

As an ESG administrator and ESG program manager, you must begin by setting up the ESG program. The set up requires the following steps:

- Assessing materiality: Assessing materiality enables you to discern the most significant material topics and their respective areas of impact on your stakeholders and organization. Firstly, you identify the material topics that hold the greatest importance for your stakeholders and possess the most substantial influence. The identification of topics happens externally and then they are documented in the ESG Management application.
- Defining goals and targets: As an ESG program manager, you can choose to create goals and targets for your material topics.

Goals and targets play a crucial role in driving and measuring the success of an ESG initiative. Here's a brief explanation:

1. Goals: Goals in an ESG initiative are broad, long-term aspirations that define the overall purpose and direction of sustainability efforts. They are often aligned with the company's mission, values, and stakeholder expectations. Examples of ESG goals include reducing greenhouse gas emissions, promoting diversity and inclusion, and improving corporate governance.
2. Targets: Targets are specific, measurable, and time-bound objectives set to achieve the broader ESG goals. They provide clarity and focus, enabling organizations to track progress and demonstrate accountability. Targets can be established for different aspects of ESG, such as environmental impact, social issues, and governance practices. When you set targets, you must also specify the sources from where the target will obtain data.
  - Environmental targets: These relate to reducing the company's environmental footprint and promoting sustainable practices. They can include targets for carbon emissions reduction, water and energy conservation, waste management, and adoption of renewable energy sources.
  - Social targets: These focus on addressing social issues and fostering positive impacts on communities and employees. Examples of social targets include increasing workforce

diversity, ensuring fair labor practices, promoting employee well-being and safety, and supporting community development initiatives.

- Governance targets: These targets emphasize the implementation of robust governance frameworks and ethical business practices. They may involve enhancing transparency and accountability, strengthening board independence, promoting responsible executive compensation, and ensuring compliance with legal and regulatory requirements.
- Scoping entities: Each goal is associated to an entity that must be tracked for the progress being made.

## Defining metrics

As an ESG metrics administrator, establish a comprehensive data collection process to gather relevant ESG data across all operations. The data can be collected using metric definitions. The three types of metric definitions are [manual](#), [calculated](#), and [automated](#). Identify the key ESG metrics aligned with industry best practices, such as carbon emissions, energy consumption, waste management, employee diversity, workplace safety, supply chain sustainability, and corporate governance. Ensure data accuracy by implementing appropriate tracking systems and engaging relevant stakeholders such as data providers for manual metrics.

## Measurement reporting

Once the material topics are identified, the ESG metrics administrator and an ESG program manager collect the metrics that are of utmost importance to the organization. You can report on the performance of these metrics against predetermined thresholds and objectives, as well as document any issues that arise when the metrics fail to meet the thresholds.

## Reporting framework

As an ESG program manager, develop an ESG reporting framework based on recognized standards like the Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), and Task Force on Climate-related Financial Disclosures (TCFD). The framework defines reporting boundaries, disclosure protocols, and data.

## Generating disclosures

As an ESG disclosure manager, using the collected data, generate an annual ESG report. The report provides a comprehensive overview of the company's sustainability performance, including quantitative and qualitative data. Highlight the achievements, challenges, goals, and future initiatives related to environmental impact, social responsibility, and corporate governance.

## ESG Workspace

The ESG Workspace is a simplified user interface designed for different users to perform their respective tasks. The home page of the ESG Workspace displays various quick actions and reports.

The ESG Workspace displays different sections to provide data visualization for different components. These sections reference the three pillars of Environmental, Social, and Governance (ESG) commitments.

The following image shows you the ESG home page.

The screenshot displays the ServiceNow ESG Home Page with several key sections:

- Overview:** Four donut charts showing the count of goals across different categories: All (22), Environmental (13), Social (3), and Governance (6). Each chart includes a legend for Green, Yellow, and None.
- Quick actions:** A panel with links to "Document a material topic", "Create a goal", and "Create a narrative disclosure".
- Tasks:** A section showing pending tasks categorized by status: Open (0), Overdue (0), and Approvals (0).
- Top Level Goals Summary:** A table listing 15 top-level goals across Environmental, Social, and Governance categories. Each row includes columns for Goal name, Classification, Status, Progress, Off-track goals, Off-track targets, Overdue metrics, Non-compliant policies, High risks, Failed controls, and Open issues.
- Targets summary by goal:** A table showing targets for three specific goals: Accelerate Decarbonization, Reduce data center emissions, and Reduce emissions from employee-related activities. It includes columns for Name, Goal, Status, Owner, Measure, Target value, Actual value, Progress, Check in frequency, Updated, and Updated by.
- Disclosures:** A section with a "Disclosure Summary" showing 2 open disclosures due in 30 days, and a "Disclosures" chart showing 2 annual reports and 1 framework.
- Pending Disclosures:** A table listing pending disclosures for ACME Global Impact Report (Annual Report, Review, Assigned to Bernard Laboy) and ACME SASB disclosure (Framework, Draft, Assigned to Antony Alldis).
- Material topics:** A heatmap showing the importance of material topics across business success dimensions. The heatmap includes labels for Climate & Energy, Corporate Governance, Diversity and inclusion, Community Involvement, Circular Economy, ESG Transparency, Ethics & Compliance, Water, and Digital Equity.

Each section of the dashboard is explained in the following sections.

## Quick actions

When you log in to the ESG Workspace, the ESG dashboard is the first page that is available to you. Using the Quick actions section on the ESG Workspace, you can perform the following tasks:

- Document a material topic
- Create a goal
- Create a program
- Create a project
- Start a disclosure

**Note:** The options to create a program and a project are available only when you integrate with Project Portfolio Management.

## Tasks

The Tasks section enables you to view the following:

- Provides a single page for viewing all the ESG related tasks.
- Enables you to view the individual user tasks, user group tasks, my items, and watch list on the Tasks page in the workspace view.
- Enables you to view the pending approvals if you are a manager.

You can launch the Tasks page by selecting the Task icon on the ESG Workspace (

## Overview

Material topics are the areas selected by your company. The Overview section shows you the status of all those material topics that have associated goals and sub-goals for the three pillars.

Each link is clickable and leads you to the related pages. You can see if the goals are on-track, at risk, or off-track. Using the filter on the page, you can either view all your goals or only your top-level goals.

## Top Level Goals Summary

The Top Level Goals Summary section provides a more detailed view of the goals and their status. In this section, you can filter your goals by the three pillars. You can see only the top level goals and when the filter is changed, you can still see only the top level goals but the data includes all the child-level goals. Under this section, you can view the following items for your goals:

- Goal: Shows all the goals.
- Classification: Shows if the goal belongs to environmental, social, or governance.
- Status: Shows if the goal is on track or off track.
- Progress: Shows the progress value of the goal.
- Off-track goals: Shows the number of off-track goals.
- Off-track targets: Shows the number of off-track targets.

- Overdue metrics: Shows the overdue metrics.
- Overdue Programs/Projects: Shows the number of programs and projects that are associated with the goal.
- Non-compliant policies: Shows the number of non-compliant policies that are applied to the goal.
- High risks: Shows the number of risks for the goal.

**i Note:** Non-compliant policies and High risks appear only when you install Integrated Risk Management (IRM).

## Target summary by goal

This section provides a summary of the targets by goals and their status, owners, measure, target value, actual value, progress, check in frequency, and who is the goal updated by.

## Disclosures

The Disclosures section provides a breakdown of the different disclosures. Disclosure refers to the disclosure of data relating to an organization's environmental, social and governance performance. Such disclosures enable investors to make informed decisions by identifying companies that may pose a risk. This section displays the following information:

- Open disclosures
- Overdue disclosures
- Disclosures due in 30 days

Disclosures are of different types and each disclosure has a workflow. You can filter the disclosures using either the **By type** or **By state** filters.

## Pending disclosures

The Pending disclosures section displays all the disclosures that are pending. These disclosures are displayed along with their state, type, and the person who is assigned the disclosure.

## Material topics

Using the filter provided, you can view the status of your material topics in one of the following formats:

- Heatmap
- List

In the Heatmap view, the Material topics section shows you the matrix of your material topics according to their importance to stakeholders and to business success. Each tile in the heatmap is clickable. If you opt for the List view, you can also see the priority and the classification of the material topics.

**i Note:** Only the material topics in the Monitor state contribute to this report.

## Searching in the ESG Workspace

You can use the ability to search the ESG Workspace by using the Search field. To search the ESG Workspace, select **ESG workspace** from the list. The search results appear on the contextual side panel.

## My tasks page view

My tasks page displays a single-pane view of your pending tasks, and the tasks assigned to your user group.

### Tabs on the Tasks page

The Tasks page displays the assigned tasks for the logged-in user in different tabs as shown in the following

Name	Number	Assigned to	Priority	State
Task for test manual MD for ACME Asia	MDIASKU020161	ESG Admin	4 - Low	Awaiting Approval
Task for test manual MD for Accounts Receivable	MDTASK0020162	ESG Admin	4 - Low	New
Task for test manual MD for ACME Americas	MDTASK0020163	ESG Admin	4 - Low	Awaiting Approval
Task for test manual MD for Acer	MDTASK0020164	ESG Admin	4 - Low	New
Task for test Manual MD check 2 for ACME Personal Banking	MDTASK0020165	ESG PM	4 - Low	Awaiting Approval
Task for test Manual MD check 2 for ACME RB India	MDTASK0020166	ESG PM	4 - Low	Awaiting Approval
Task for test Manual MD check 2 for ACME RB UK	MDTASK0020167	ESG PM	4 - Low	New
Task for test Manual MD check 2 for ACME Midwest	MDTASK0020168	ESG PM	4 - Low	New
Task for test manual MD for ACME Asia	MDTASK0020211	ESG Admin	4 - Low	New

example.

The Tasks page in the ESG Workspace displays the following tabs:

- **My pending tasks:** Displays an overview of the pending tasks that are assigned to you and the tasks that require an action from you. You can filter your pending tasks by using the following types of the states:

- All
- Draft/New
- In progress
- Needs my approval
- Needs my review
- Overdue
- Pending response

**Note:** The data displayed in the Tasks page is based on the roles of the users.

- **My items:** Displays a list of the tasks that are assigned to the logged-in user.

A typical My tasks page for a logged-in user is shown in the following example.

**Note:** On the **My pending tasks**, **My items** tab, you can only view the records that are in-progress. The closed and canceled records are not displayed on these tabs. You can view the closed and canceled records in their respective forms in the ESG Workspace.

If you have the ESG Management administrator role, you can customize the ESG Workspace by updating the Tasks page configurations module.

## ESG Workspace users

The ESG Workspace displays the relevant data for the environmental, social, and governance pillars and enables you to take appropriate actions according to your role. These roles include the ESG administrator, ESG program manager, ESG reporting and disclosure manager, ESG metrics manager, and ESG data owner.

The ESG Workspace is highly configurable and role-driven. Being role-driven means that the ESG Workspace is customized or unique for each user or role in your organization.

The following table lists the key tasks that each role performs in your organization.

**ESG users and their tasks**

User	Tasks
ESG Administrator	<p>Set up the ESG Management application so that it can be used by the users.</p> <ul style="list-style-type: none"> <li>• <a href="#">Create material topics</a></li> <li>• <a href="#">Create ESG goals</a></li> <li>• <a href="#">Set targets for goals</a></li> <li>• <a href="#">Add a goal to a material topic</a></li> <li>• <a href="#">Approve a material topic</a></li> <li>• <a href="#">Manage entities in ESG Management</a></li> <li>• <a href="#">Import SASB citations</a></li> <li>• <a href="#">Create an emission activity</a></li> <li>• <a href="#">Create an emission factor</a></li> <li>• <a href="#">Manage all integrations</a></li> <li>• <a href="#">Create a new schedule for calculating the due date of the metric data task.</a></li> <li>• <a href="#">Manage metrics.</a></li> <li>• <a href="#">Create unit family, units, and unit conversions.</a></li> </ul>
ESG program manager	<ul style="list-style-type: none"> <li>• <a href="#">Create material topics</a></li> <li>• <a href="#">Create ESG goals</a></li> <li>• <a href="#">Set targets for goals</a></li> <li>• <a href="#">Add a goal to a material topic</a></li> <li>• <a href="#">Approve a material topic</a></li> <li>• <a href="#">Manage entities in ESG Management</a></li> <li>• <a href="#">Manage metrics</a></li> </ul>
ESG reporting and disclosure manager	<a href="#">Create disclosures for internal and external stakeholders</a>

## ESG users and their tasks (continued)

User	Tasks
ESG metrics manager	<ul style="list-style-type: none"> <li>Create an automated metric definition</li> <li>Create a manual metric definition</li> <li>Create a calculated metric definition</li> <li>Create a metric</li> <li>Integrating ESG Management with Watershed</li> </ul>
ESG data owner	<ul style="list-style-type: none"> <li>Provide data for the metrics</li> <li>Provide responses for multiple metrics</li> </ul>
ESG Risk Manager  <b>i Note:</b> This role is installed if you activate the sn_esg_risk_mgmt plugin	<ul style="list-style-type: none"> <li>Create a risk statement ↗</li> <li>Generate a risk from a risk statement ↗</li> <li>Create a risk assessment scope and initiate an assessment</li> </ul>

For more information on the roles, see [Components installed with ESG Management](#).

## Managing Sustainable IT

The Sustainable IT application enables you to effectively manage and monitor the emissions generated by your hardware assets. Additionally, it enables you to keep track of the energy consumption of your assets and their proper disposal after they reach the end of their lifespan.

As an ESG program manager, the Sustainable IT application empowers you to track the sustainability performance of your hardware assets such as laptops, servers, desktops, printers and scanners, and so on. With this tool, you can easily monitor and assess the environmental impact of your hardware assets. The application provides valuable insights through a dashboard, enabling you to make informed decisions on whether to retire or repurpose these assets. The dashboard also displays important data such as electricity consumption and emissions. To use the Sustainable IT application, you must install and activate the Sustainable IT (sn\_esg\_sustain) plugin and the Hardware Asset Management (sn\_hamp) plugin.

With the Sustainable IT application, hardware asset managers can make informed decisions regarding asset purchases, focusing on reduced energy consumption. By providing insights into devices with the lowest emissions, the application enables managers to prioritize environmentally friendly choices.

Using this application, you can monitor your data center's emission performance and identify your most environmentally friendly or greenest data centers.

To collect data of the hardware asset emissions, consumption, e-waste, and energy star assets, by default, 27 metric definitions such as Energy from solar power, Energy from biomass, and so on are provided. You must activate those metric definitions for which you want to collect data and configure your entities appropriately so that the correct data is collected.

and displayed. The data is always collected on a monthly basis and is only displayed for the completed metric data.

#### Related topics

[Methods to set up entities for Sustainable IT](#)

## Sustainable IT dashboard

The Sustainable IT dashboard displays a variety of information to easily gauge the sustainability impact of the IT assets of an organization.

The Sustainable IT dashboard displays data for Hardware assets, datacenters, and your organization's IT footprint on the world map. Datacenters refer to the facilities that house the IT infrastructure. All these tabs are explained in the following sections.

**Note:** To view the **Hardware assets** tab and the **Data centers** tab on the dashboard, you must activate the Hardware Asset Management (sn\_hamp) plugin. Additionally, to activate the **IT footprint map** tab, you must activate the Geo Map component (sn\_geo\_map) plugin. For more information on the required Geo Map component, see the [Understanding Google Maps APIs in geo-map component \[KB1588661\]](#) article in the Now Support Knowledge Base.

## IT footprint map

The first tab on the Sustainable IT dashboard showcases a global map depicting the carbon footprint of your datacenters, office buildings, and so on, highlighting your most energy-efficient facilities. The data displayed is determined by the configuration that you configure on the map marker. For more information, refer to [Configure a map marker](#). When you point to the icons on the map, you can view the classification of the configured marker's efficiency, the metric name, the entity name, and the most recent metric data available. You can configure any of the metric definitions that are provided along with the Sustainable IT plugin. Only those metric definitions that are grouped under Sustainable IT are available for selection. For example, you can use the following the metric definitions:

- **Carbon intensity for office locations**
- **DCiE by data center**

**Note:** DCiE stands for datacenter infrastructure efficiency.

For more information on how you can filter the metric definitions that are grouped under Sustainable IT, refer to [Filter Sustainable IT metric definitions](#).

When you move the cursor over the icon, a popover is displayed. On the popover, you can select the entity name and a side panel opens that shows the metrics related to the selected entity of following metric definitions.

- PUE by Data Center
- WUE by Data Center
- CUE by Data Center
- CO2e emissions from energy usage
- Total energy used
- Hardware energy consumption by location
- CO2e from hardware assets by location

You can select **Open link** to navigate to the metric record page for details. An entity class filter on the right side of the dashboard is available to select the data that you want to view.

## Hardware assets

The following video shows the Hardware assets tab. The Hardware asset tab on the Sustainable IT dashboard.

**Overview:** In the overview section, you can see the Trend chart that displays the data for the following metric definitions:

- Carbon emissions from hardware assets.
- Hardware energy consumption.

You can click on the chart to further explore or delve into more detailed information or data related to the chart. The fields from where the data is obtained are specified in the metric definition form. For more information, see [Create an automated metric definition](#).

**Energy consumption:** The energy consumption section displays the information is displayed in the subsequent formats:

- Total energy consumption (kWh): This figure represents the total energy consumption for the **Hardware energy consumption by model category** metric definition. Hardware energy consumption by model category refers to the amount of energy or power consumed by different categories of hardware. Hardware model category refers to various types of devices, such as computers, servers, or other devices. The configuration of the metric definition includes specifying the model category column in the hardware table for the purpose of data collection.
- Energy consumption by model category (kWh) or location: This horizontal bar graph displays the energy consumption data. You can filter the data either by the **Location** filter or the **Model category** filter. You have the option to sort the bar chart in either ascending or descending order using the available filters.
- Energy star assets: The dial chart showcases the number of energy star certified assets out of the total number of assets.

**Emissions:** Within the emissions section, the data is presented in the following format.

- Total emission (days): You can view both the total emissions value and the variation in emissions when compared to the previous month.
- Emissions by model category or by location (days): This horizontal bar graph displays the emissions data. You can filter the data either by the **Location** filter or the **Model category** filter. You have the option to sort the bar chart in either ascending or descending order using the available filters.

**E-waste reused, donated, or landfilled:** In this section, the data is presented in the following format:

- Retired assets (lbs): The donut chart displays the number of assets reused, donated, and disposed.
- Landfills (lbs): The pie chart in this section displays the weight of hardware assets, by model categories, that have been disposed. This weight is in pounds.

The data for this section is obtained from the Hardware asset table. Each chart is interactive, enabling you to click on specific segments to access more detailed information.

## Data centers

The following figure shows the Data center

The screenshot displays the ServiceNow Data Center dashboard. At the top, a banner reads "So glad you've landed here, Service-now: Harish Sockalingam [maint,admin,itil]" with a "Check it out" button. Below the banner, the dashboard is divided into several sections:

- Manage your instance:** Shows "Apps ready to update" (72), "Apps ready to install" (953), and "Instance Security Center notifications" (0).
- Review your work:** Shows a table for "Assignments" with columns: Number, Created, State ▾, Priority ▾, and Short description. It also includes "Critical Tasks" (0) and "New tasks" (0), with a link to "Open tasks by priority".

tab.

**Overview:** In the overview section, you can view the Trend chart that displays the data for the following metric definitions:

- Co2e from energy usage
- Total energy used

You can click on the chart to further explore or delve into more detailed information about the energy use or emission for each data center. The overview section also displays the number of data centers from where the data for emissions and energy is sourced. You can also see top three greenest data centers based on the DCiE where the data center with the highest DCiE is ranked at the top. Greenest data centers refer to data centers have the minimum amount of emissions.

**Data center efficiency:** In the data center efficiency section, the data is presented in the following formats:

- Power usage effectiveness: Power Usage Effectiveness (PUE) is a metric used to assess the energy efficiency of a data center. It is a ratio that quantifies the amount of energy consumed by a data center facility compared to the energy used by the IT equipment it houses.
- Water usage effectiveness (KgCO2e): Water Usage Effectiveness (WUE) is a metric used to evaluate the water efficiency of a data center or a facility. Similar to Power Usage Effectiveness (PUE), which measures energy efficiency, WUE quantifies the amount of water consumed by a data center facility in relation to the water used by the IT equipment.
- Carbon usage effectiveness (KgCO2e/kWh): Carbon Usage Effectiveness (CUE) is a metric used to assess the carbon efficiency and environmental impact of a data center or facility. It quantifies the amount of carbon dioxide emissions produced per unit of IT load or computing work performed by the data center.

**Energy consumption:** Within the energy consumption section, the information is displayed in the subsequent formats:

- Total energy consumption (kWh): This figure represents the combined energy consumption of all the data centers. It provides an overview of the overall energy usage across all the data centers.
- Total energy consumption by source: A donut chart is used to illustrate the distribution of energy consumption in kilowatt hours (kWh) from different energy sources. The energy sources are specified in the form of metric definitions. Each section of the semi donut chart is interactive, allowing you to click on specific segments to access more detailed information.
- Energy consumption by data centers (kWh): The bar chart showcases the energy consumption for each individual data center, considering all the active metric definitions. You have the option to sort the bar chart in either ascending or descending order using the available filters. This allows you to analyze and compare the energy usage of different data centers more effectively.

**Emissions:** In the emissions section, the data is presented in the following formats:

- Total emissions (KgCO2e): This figure represents the total emissions for all the data centers.
- Emissions by data center (KgCO2e): The bar chart showcases the emissions for each individual data center, considering all the active metric definitions. You can use the provided filters to sort the bar chart in either ascending or descending order. Additionally, each bar of the bar chart is interactive, allowing you to click on specific segments to access more detailed information.

**i Note:** The data is aggregated by using the summation method.

## ESG content accelerator

The ESG content accelerator application is a centralized repository of frameworks, citations, and metric definitions. Using this application accelerates the adoption of ESG frameworks.

You can install ESG content accelerator from the ServiceNow Store. After installation, you can launch the application by selecting the ESG content accelerator icon ().

The application contains the following frameworks.

- Global Reporting Initiative (GRI)
- Sustainability Accounting Standards Board (SASB)
- Task Force on Climate-related Financial Disclosures (TCFD)
- United Nations Sustainable Development Goals

**i Note:** The list of frameworks supported is not exhaustive and may evolve over the future releases.

## Benefits of the ESG content accelerator application

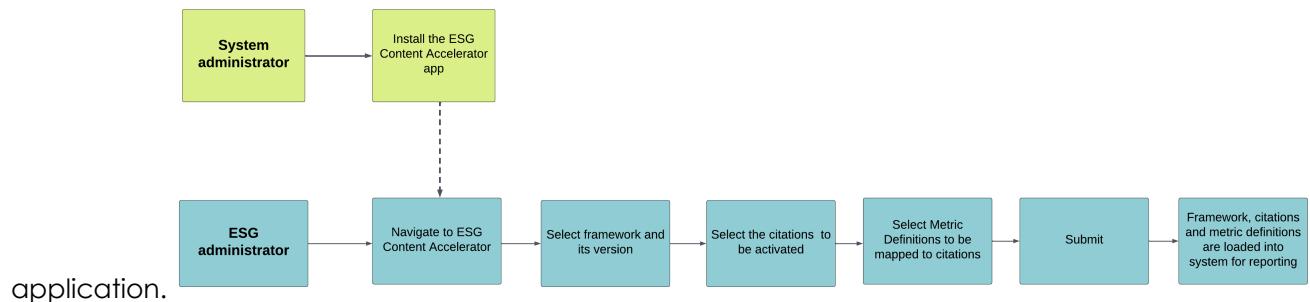
The following are the benefits of the ESG content accelerator application:

- Provides the ability to choose the framework you want to use.
- Enables you to choose the citations that are associated with a particular framework and install them in the active state in your instance.
- Allows the installation of the metric definitions, which are associated with the citations, in the inactive state.
- Eliminates the need to manually create the metric definitions.

- Enables the users to edit the metric definitions.
- Gets updated whenever there is an update to the standards.

## Workflow of the ESG content accelerator application

The following figure displays the life cycle of the ESG content accelerator



For more information see, [Activate or update a framework and install citations using the ESG content accelerator](#).

## Configuring ESG Management

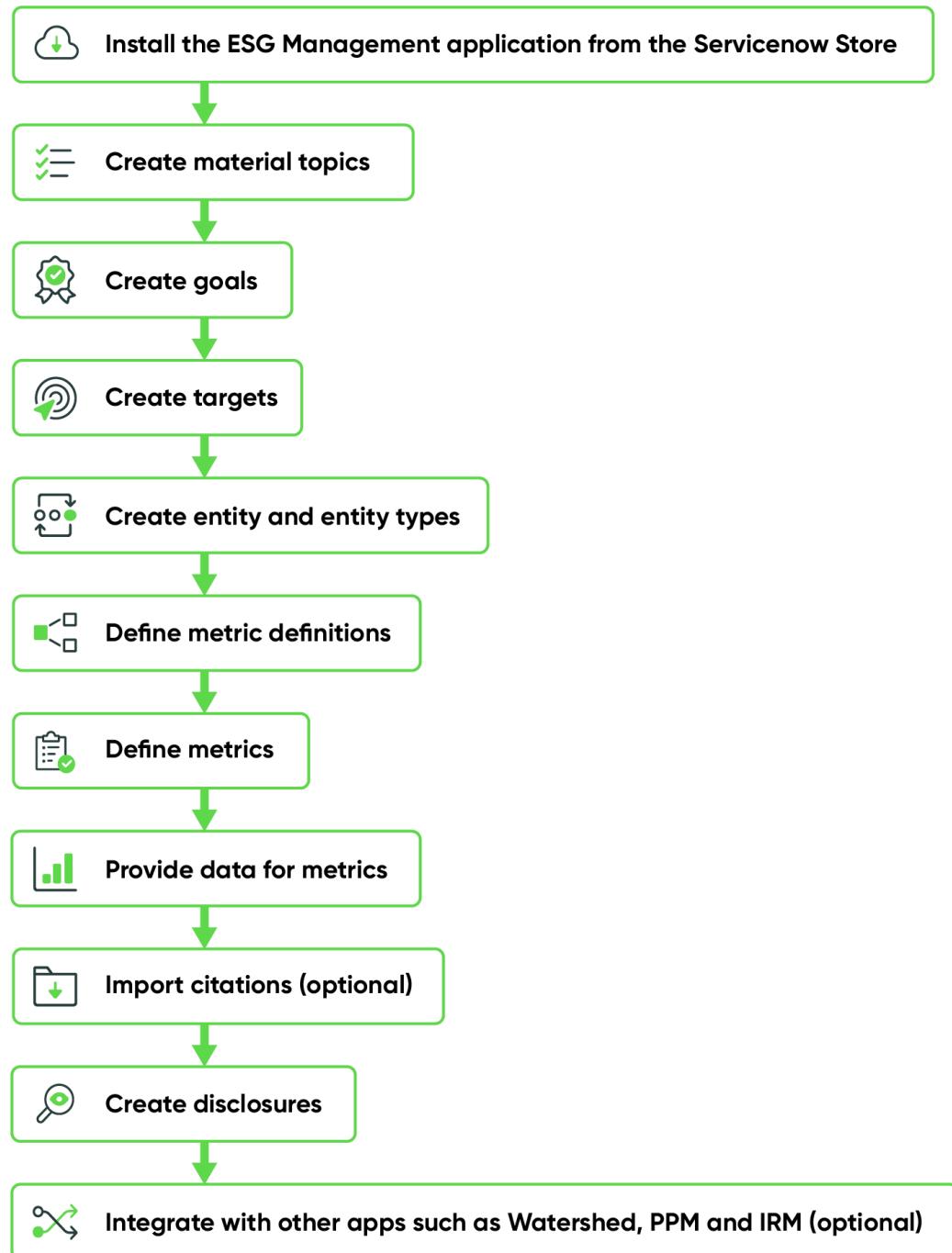
As an administrator, use this section to set up the ESG Management application. You must first create your material topics, your goals and targets, emission activities, and emission factors. You can then create entities and entity types for which you want to report the metrics and measure the ESG performance of your organization.

## ESG Management implementation

Use the steps in the ServiceNow® ESG Management application checklist to download the ESG Management from the ServiceNow Store, and get it ready for operation. Mandatory and optional setup steps, as well as an implementation checklist are provided to simplify the setup.

The flow of mandatory steps in the checklist is illustrated here.

## Implementation workflow for ESG Management



### Install ESG Management

You can install the ESG Management application (sn\_esg) if you have the sys\_admin role. The application includes demo data and installs related ServiceNow® Store applications and plugins if they are not already installed.

## Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).
- ESG Management requires the following ServiceNow Store applications. Ensure that these applications are installed before you install ESG Management.

Required ServiceNow Store applications

GR&C: Profiles

The GR&C: Profiles application is a set of common components shared by the GR&C suite of applications. The application includes common architecture, issue management, and indicators.

GR&C: Common Workspace Elements

The GR&C Base Workspace is the container of all the shared seismic workspace parts among GR&C applications.

Goal Framework

The Goal Framework application enables you to add goals that track your progress towards your chosen material topics.

GR&C: Metrics

The GR&C: Metrics application enables you to define the metrics that are used to assess, compare, track, and report the performance of the other applications.

Microsoft 365 for ServiceNow Reporting

The Microsoft 365 for ServiceNow Reporting (sn\_esg\_msff\_intg) provides disclosure reporting capabilities to ESG reporting managers to seamlessly report ServiceNow ESG Management system data, list reports, charts, pivot, and multi pivot reports using Microsoft Word.

**Note:** With the ESG Management application, you can use the authority documents and citations in the GR&C: Policy and Compliance Management application and entities in the GR&C: Profiles application.

Role required: admin

## About this task

The following items are installed with ESG Management:

- Roles
- Scheduled jobs
- Tables

For more information, see [Components installed with ESG Management](#).

## Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the ESG Management application (sn\_esg) using the filter criteria and search bar.

You can search for the application by its name or ID. If you cannot find the application, you might have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. In the Application installation dialog box, review the application dependencies.

Dependent plugins and applications are listed if they will be installed, are currently installed, or need to be installed. If any plugins or applications need to be installed, you must install them before you can install ESG Management.

4. Optional: If demo data is available and you want to install it, select the **Load demo data** check box.

Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.

**Important:** If you don't load the demo data during installation, it's unavailable to load later.

5. Select **Install**.

## Complete the entitlements for ESG Management

After you install the ESG Management application from the ServiceNow® Store, you must complete the entitlements to gain complete access to the application and use it.

### Before you begin

Role required: admin

### Procedure

1. Navigate to ServiceNow® Store.
2. Search for and select **Environmental, Social, Governance Management**.
3. Optional: On the product page, to change the version, select the **Other App Versions** link.
  - a. To view the details of the other versions, select any version.
  - b. Select **View Details**.
4. Select **View Products**.
5. Select **Environmental, Social, Governance Management**.
6. To entitle all instances to the applications, select **Opt-in**.  
The eligible list displays all the application dependencies you are licensed for.
7. Select the option to agree to the ServiceNow® terms and conditions.
8. Select **Accept**.  
A checkmark appears next to the product name, and the **Manage Entitlements** button appears.
9. Optional: Select **Manage Entitlements** to change the instances affected by the applications to which you are entitled.
10. After you agree to the ServiceNow® terms and conditions and manage the entitlements, you can entitle the other products with a single click.

## Setup checklist for the ESG Management application

This checklist includes the set up tasks that you are required to complete in your Now Platform® instance. When you have completed these tasks, the base system is ready for operation.

### Before you begin

Role required: none

Consider creating and printing a PDF of this checklist topic. You can then check off tasks as you complete them. To generate a PDF, click the **Save As PDF**  icon at the top of the topic and click **Selected topic**.

### ESG Management application checklist

Item	Checklist
<input type="checkbox"/>	A user with the sn_esg.program_manager role, can download and install the ESG Management application. For details, see <a href="#">Install ESG Management</a> .
<input type="checkbox"/>	A user with the sn_esg.program_manager role performs the following tasks: <ul style="list-style-type: none"> <li>• <a href="#">Creates material topics</a></li> <li>• <a href="#">Creates goals</a></li> <li>• <a href="#">Creates targets</a></li> <li>• <a href="#">Creates an emission activity</a></li> <li>• <a href="#">Creates an emission factor</a></li> </ul>
<input type="checkbox"/>	A user with the sn_esg.program_manager role also manages entities and performs the following tasks: <ul style="list-style-type: none"> <li>• <a href="#">Creates an entity</a></li> <li>• <a href="#">Creates an entity type</a></li> <li>• <a href="#">Creates an entity class</a></li> </ul>
<input type="checkbox"/>	A user with the sn_esg.metrics_manager role defines the various types of metric definitions and metrics. This user performs the following tasks: <ul style="list-style-type: none"> <li>• <a href="#">Creates an automated metric definition</a></li> <li>• <a href="#">Creates a manual metric</a></li> <li>• <a href="#">Creates a composite metric definition</a></li> <li>• <a href="#">Create a metric</a></li> </ul>
<input type="checkbox"/>	A user with the sn_esg.data_owner role can provide data for the manual metrics data tasks and a user with the sn_esg.program_manager can override the

## ESG Management application checklist (continued)

Item	Checklist
	data that is provided. For more information, see <a href="#">Provide data for a metric data task</a>
<input type="checkbox"/>	Optionally, a user with the sn_esg.program_manager role can import the SASB citations that are relevant to your organization. For more information, see <a href="#">Import SASB citations</a> .
<input type="checkbox"/>	A user with the sn_esg.reporting_disclosure_manager, sn_esg.program_manager roles can create disclosure. Disclosures enable the investors to make informed decisions about the companies, their risk posture, sustainability standards, and ESG Management compliance.
<input type="checkbox"/>	Optionally, users of the <a href="#">Install ESG Management</a> application can integrate with other applications such as Project Portfolio Management and Integrated Risk Management. These integrations provide more features and capabilities. For more information, see <a href="#">Integrating ESG Management with other applications</a>

## Install the Sustainability Account Standards Board (SASB) Content Accelerator for ESG application

Install the Sustainability Account Standards Board (SASB) Content Accelerator for ESG (sn\_esg\_sasb) application from ServiceNow® Store. SASB Standards enable businesses to identify, manage, and communicate financially material sustainability information to their investors. As part of the ESG Management application, SASB Standards are offered as a content pack.

### Before you begin

- Note:** Install the ESG Management application in your instance first before you install the Sustainability Account Standards Board (SASB) Content Accelerator for ESG application.

Role required: sys\_admin

### Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Sustainability Account Standards Board (SASB) Content Accelerator for ESG (sn\_esg\_sasb) application by using the filter criteria and search bar.

You can search for the application by its name or ID. If you cannot find an application, you may have to request it from the ServiceNow Store.

Visit the [ServiceNow Store](#) website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the [ServiceNow Store version history release notes](#).

3. Click **Install**.

## Create a material topic

Create material topics for your organization so that you can identify the areas where you want to make an ESG impact.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

Material topics are topics that reflect the organization's most significant impacts on the economy, environment, and people. After you create a material topic, you must send the topic for approval.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Material topics**.
2. Click **New**.
3. On the form, fill in the fields.

#### Material topic form

Field	Description
Name	Name of the material topic. For example, Climate and Energy.
Classification	Category of the material topic. Choices are the following: <ul style="list-style-type: none"> <li>◦ <b>Environmental</b></li> <li>◦ <b>Social</b></li> <li>◦ <b>Governance</b></li> </ul>
Approver	Person responsible for the review and for approval of the material topic.
State	State of the material topic. This field is automatically set to <b>Draft</b> .
Importance to business success	Effect of the material topic on the business success. Choices are the following: <ul style="list-style-type: none"> <li>◦ <b>None</b></li> <li>◦ <b>Very important</b></li> <li>◦ <b>Important</b></li> <li>◦ <b>Moderately important</b></li> <li>◦ <b>Slightly important</b></li> </ul>

Field	Description
Importance to stakeholders	Importance of the material topic for the stakeholders. Choices are the following: <ul style="list-style-type: none"> <li>◦ <b>None</b></li> <li>◦ <b>Very important</b></li> <li>◦ <b>Important</b></li> <li>◦ <b>Moderately important</b></li> <li>◦ <b>Slightly important</b></li> </ul>
Url	Links to any online information that the teams may use.
Priority	Priority of the material topic. Choices are the following: <ul style="list-style-type: none"> <li>◦ <b>None</b></li> <li>◦ <b>High</b></li> <li>◦ <b>Moderate</b></li> <li>◦ <b>Low</b></li> </ul>
Description	Brief description of the material topic.

4. Click **Save**.
5. To send the topic for review, click **Ready for Review**.
6. To mark a material topic as confidential, in the Security section, select the **Confidential** option.
  - a. In the **Allowed users** field, select the users who can view the record.
  - b. In the **Allowed groups**, select the groups that can view the record.  
This Security section only appears if the `sn_grc.enable_record_confidentiality` property is enabled under GRC properties. By default, the logged in user is added to the list of confidential users.

## Result

The material topic is sent to the approver. The state changes to **Review**.

## What to do next

[Create a metric](#)

## Approve or reject a material topic

Review and approve or reject a material topic if it is assigned to you for approval.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > My material topic approvals**.
2. Open the material topic to review.
3. To approve or reject the topic, set the **State** field to one of the following.

Choice	Action
To approve	Select <b>Approve</b> .
To reject	Select <b>Reject</b> .

**4. Click **Save**.**

### Result

If the material topic is approved, its state changes to Monitor. If the topic is rejected, the state changes to Draft.

## Create an ESG goal

Establish environmental, social, and governance (ESG) goals to track your progress toward your chosen material topics.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

After you create a [material topic](#), you must also create goals to track your progress toward the material topic. After you create a goal, you can do the following:

- Assign targets to track the progress of goal achievement.
- If you integrate with Integrated Risk Management, you can add policies. You can also monitor the goal-related risks, policy and control compliance, and issues that are due. This integration enables you to create policies and implement controls to reinforce company goals.
- If you integrate with Project Portfolio Management, you can add programs and projects for the goal.

For more information, see [Goal framework](#) ↗

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Goals**.
2. Click **New**.
3. On the form, fill in the fields.

### Goal form

Field	Description
Name	Name of the goal. For example, climate change strategies.
Classification	Category of the goal. Choices are the following: <ul style="list-style-type: none"> <li>◦ <b>Environmental</b></li> <li>◦ <b>Social</b></li> <li>◦ <b>Governance</b></li> </ul>

Field	Description
Start date	Start date for the goal.
Owner	Person who owns the goal.
Status	Status to indicate the goal progress. Choices are the following: <ul style="list-style-type: none"><li>◦ <b>Red</b></li><li>◦ <b>Yellow</b></li><li>◦ <b>Green</b></li></ul>
State	State of the goal.
Category	Category to which the goal belongs. Choices are the following: <ul style="list-style-type: none"><li>◦ <b>Total Applications</b></li><li>◦ <b>Total Cost</b></li><li>◦ <b>Opex</b></li><li>◦ <b>Capex</b></li><li>◦ <b>Cloud Applications</b></li><li>◦ <b>Homegrown Applications</b></li><li>◦ <b>Support Cost</b></li><li>◦ <b>Labor Cost</b></li><li>◦ <b>Standards Compliance</b></li><li>◦ <b>Strategic</b></li><li>◦ <b>Operational</b></li><li>◦ <b>Tactical</b></li></ul>
End date	End date for the goal.
Contributors	Users contributing to the goal.
Progress	Percentage complete for the goal. The progress value is calculated automatically.  For more information, on how the progress value is calculated, see <a href="#">Goal progress value calculation</a> .
Description	Description of the goal.

4. Click **Save**.

### What to do next

To view the goal's relationship with other sub goals, targets, metric definitions, and so on, click **360° view**.

#### Related topics

[Goals overview in the ESG Workspace](#)

## Goal progress value calculation

The progress or percentage complete value of goals is auto-calculated using different formulas. The formula depends on whether the goal has only targets, a combination of sub-goals and targets, and if it has weighted average calculation enabled.

Scenario	Formula used to calculate the progress value of the goal
<ul style="list-style-type: none"> <li>The goal has targets.</li> <li>The goal doesn't have sub-goals.</li> <li>No weight scale defined for targets.</li> </ul>	Progress value of the goal = Sum of progress values of its associated targets / number of targets
<ul style="list-style-type: none"> <li>The goal has sub-goals and targets.</li> <li>No weight scale defined for sub-goals and targets.</li> </ul>	Progress value of the goal = Sum of progress values of its sub-goals and associated targets / number of sub-goals and targets
<ul style="list-style-type: none"> <li>The goal has two targets (target 1 and target 2).</li> <li>The goal doesn't have sub-goals.</li> <li>Weight scale defined for targets and the <code>sn_gf.weighted_average_enabled</code> system property is set to <code>Yes</code>.</li> </ul>	Progress value of the goal = [(Progress of target 1 * Weight scale of target 1) + (Progress of target 2 * Weight scale of target 2)] / (Weight scale of target 1 + Weight scale of target 2)
<ul style="list-style-type: none"> <li>The goal has two targets (target 1 and target 2).</li> <li>The goal has two sub-goals (sub-goal 1 and sub-goal 2).</li> <li>Weight scale defined for sub-goals and targets and the <code>sn_gf.weighted_average_enabled</code> system property is set to <code>Yes</code>.</li> </ul>	Progress value of the goal = [(Progress of sub-goal 1 * Weight scale of sub-goal 1) + (Progress of sub-goal 2 * Weight scale of sub-goal 2) + (Progress of target 1 * Weight scale of target 1) + (Progress of target 2 * Weight scale of target 2)] / (Weight scale of sub-goal 1 + Weight scale of sub-goal 2 + Weight scale of target 1 + Weight scale of target 2)

## Migrate existing goals data to Goal Framework

With the admin role, you can migrate the existing goals data to the Goal Framework tables by running the scheduled job.

### Before you begin

Role required: `sys_admin`

### About this task

If you are an existing user of IT Business Management, then you must migrate your existing goals to the Goal Framework. New customers automatically have the new framework and they do not need to run the job mentioned in this procedure.

## Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. Search and click the **Migrating Goal, Strategy, and related Work Item data to the new tables** scheduled job.
3. On the Scheduled Script Execution form, perform the following steps:
  - a. Ensure that the frequency is selected as **On Demand** in the **Run** field.
  - b. Set the value to **true** for the required parameters in the **Run this script** field.

Parameter	Description
migrateGoalData	<ul style="list-style-type: none"> <li>▪ Migrates all existing goal records from the Goal [goal] table to the Goal [sn_gf_goal] table. The sys_ID remains the same. The corresponding target records will be created in the Target [sn_gf_goal_target] table.</li> <li>▪ Creates the existing relationship between the goal and work items (Project, Demand, Program) in the Goal Relationship [sn_gf_goal_m2m_relationship] table with the first goal as the primary goal.</li> </ul> <p><b>i Note:</b> Only existing goal records that have the <b>Direction</b> field populated on the Goal [goal] table are migrated to the Goal [sn_gf_goal] table.</p>
migrateStrategyData	<p>Migrates all existing strategy records from the Enterprise Strategy [enterprise_strategy], Business Unit Strategy [business_unit_strategy], and Strategic Objective [strategic_objective] tables to the Strategic Priority [sn_gf_strategy] table. The sys_ID remains the same.</p>
migratingGoalStrategyM2Mdata	<p>In Goal Framework, a goal can be mapped to only one strategy. If an existing goal has two strategies mapped to it, a clone of the goal will be created (one as a generic goal and another as a sub-goal) with the same strategy populated for both. And, for the sub-goal, the first goal will be set as the parent goal.</p> <p>For example, consider a scenario where an existing goal (G1) is mapped to five strategies (S1, S2, S3, S4, and S5). Then, four clones of G1 will be created as sub-goals (G2, G3, G4, and G5) and the parent goal is populated as G1. For the sub-goals (G2, G3, G4, and G5), the <b>Strategy</b> field is populated respectively (S1, S2, S3, S4, and S5).</p>

Parameter	Description
	<p><b>Note:</b> The name of the cloned sub-goal will be prefixed with <code>cloned SubGoal:</code>, followed by the parent goal name.</p>
<code>migrateStrategyWorkItemRelData</code>	<ul style="list-style-type: none"> <li>Migrates the existing relationship of strategy and work items (Project, Demand, Program) to the Goal Relationship [<code>sn_gf_goal_m2m_relationship</code>] table.</li> <li>If a goal does not have an association between the strategy (as current strategy) and the work item in the Goal Relationship [<code>sn_gf_goal_m2m_relationship</code>] table, a dummy goal will be created with a strategy value of current strategy. And, a goal relationship is created with the dummy goal and the work item in the Goal Relationship [<code>sn_gf_goal_m2m_relationship</code>] table.</li> </ul> <p><b>Note:</b> The name of the dummy goal will be prefixed with <code>Goal:</code>, followed by the strategy name.</p>

#### 4. Click **Execute Now**.

### Display the priorities and goals on the project form

If you are an existing user, configure the project form to upgrade to the Goal Framework. The benefit of the Goal Framework is that it enables you to set targets for goals. You can also define strategic priorities and associated goals as part of the organization's strategic plans.

#### Before you begin

Role required: `sys_admin`

#### About this task

If you have preconfigured forms, you must do this configuration to make the new framework features and fields available. The following images show the form fields before and after configurations.

##### Before configuration of new fields

##### After configuration of new fields

The same procedure can be performed on the Demand and Program forms as well. For more information, see [Goal framework](#).

## Procedure

1. Navigate to **All > Project > Projects > All**.
2. Open a project.
3. Click the additional actions icon () and do the following:
  - a. Click **Configure**.
  - b. Click **Form Layout**.
  - c. Under the Form view and section, set the **View name** field to the view that has the goal and strategy Glide list.
  - d. Under the Form view and section, set the **Section** field to **Business Case**.
  - e. In the Available list, select **Primary goal [+]** and click the tree workflow icon ()).
   
f. In the Available list, double-click **Strategic priority [+]**.  
The Selected list shows **Primary goal.Strategic priority**.
  - g. Click **Save**.

Repeat this step for all the views that have the goal and strategy Glide list, such as Score and Financial.

## Result

The Project form shows the **Strategic priority** field and the **Primary goal** field.

## Map a goal to a material topic

Map a goal to a material topic so that you can track the actions being taken for the chosen topic. Based on this mapping exercise, you can act on the goals with the most significant material impact.

### Before you begin

Role required: sn\_esg.program\_manager

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Material topics**.
2. Open the material topic to which you want to map a goal.
3. To add a goal, do the following:
  - a. Click the Goals related list.
  - b. Click **Add**.
  - c. Select the goals to add.
  - d. Click **Add**.
  - e. Click **Save**.

**Result**

The goal is mapped to the material topic. This goal can now track the progress toward your chosen theme or topic.

**Associate entities to goals**

After you create the goals, you must associate those entities, which you want to track, to the goals.

**Before you begin**

Role required: sn\_esg.program.manager

**Procedure**

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Goals**.
2. Open the goal for which you want to add the entities.
3. Select the entities related list.
4. Select **Add**.
  - a. Select the entities to add.
  - b. Select **Add**.

**Create an ESG target**

Create an environmental, social, and social (ESG) target to help track the progress towards your ESG goal.

**Before you begin**

Role required: sn\_esg.program\_manager

**About this task**

When you create a target, you can use the target to see how well you are meeting your goals. You can treat the status of the target as a report card about your goals. After you create a target, you can create and collect metrics to measure whether the targets are met.

**Procedure**

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Targets**.
2. Click **New**.
3. On the form, fill in the fields.

**Target form**

Field	Description
Name	Name of the target. For example, Launch diversity programs each quarter.
Goal	Goal that this target will track.
Start date	Date the target begins
Owner	Owner of the target.
Type	Target type that shows the direction of achievement. Choices are the following:

Field	Description
	<ul style="list-style-type: none"> <li>◦ <b>Maximize:</b> The direction of the progress is towards the <b>Target value</b> from the <b>Base value</b>. The base value must be less than the target value.</li> <li>◦ <b>Minimize:</b> The direction of the progress is towards the <b>Target value</b> from the <b>Base value</b>. The target value must be less than the base value.</li> <li>◦ <b>Milestone:</b> Fixed type. Only the progress field is available. The values of the field (0-100) capture the achievement of a milestone.</li> </ul>
State	State of the target.
Status	<p>Status to indicate the target progress. Choices are the following:</p> <ul style="list-style-type: none"> <li>◦ Green: Indicates that the target is on track.</li> <li>◦ Yellow: Indicates that the target needs improvement.</li> <li>◦ Red: Indicates that the target needs immediate attention.</li> </ul>
End date	Date when the target ends.
Contributors	Users who contribute to achieving the target.
Check in frequency	Option to specify how frequently should the owner or contributor be updating the actual value of the target. The available options are Daily, Weekly, Fortnightly, Monthly, and Quarterly.
Measure	Measure type for the specified value. The available measure types are stored in the Units [sn_gf_units] table.
Base value	Base value of the target. The base value can also be considered as the present or current value.
Actual value	Actual value of the target at a given time. This field is available only when the <b>Type</b> field is set to <b>Maximize</b> or <b>Minimize</b> .
Target value	Target value of the target. This value is the goal that your team wants to reach. This field is available only when the <b>Type</b> field is set to <b>Maximize</b> or <b>Minimize</b> .
Progress	Percentage of target that is complete. This value is calculated automatically.

Field	Description
	<p>If the <b>Type</b> field is set to <b>Maximize</b>, then the progress value is calculated using the following formula.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <math display="block">\text{Progress} = (\text{Actual value} - \text{Base value}) / (\text{Target value} - \text{Base value}) \times 100</math> </div> <p>If the <b>Type</b> field is set to <b>Minimize</b>, then the progress value is calculated using the following formula.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <math display="block">\text{Progress} = (\text{Actual value} - \text{Target value}) / (\text{Base value} - \text{Target value}) \times 100</math> </div>
Weight scale	<p>A numerical value that represents the importance of the target relative to the other targets of the goal. If there are any sub-goals present, they are also considered for relative weights and consequent progress calculation. By default, the weight scale is 1.</p> <p><b>i Note:</b> This field is available only when the <code>sn_gf.weighted_average_enabled</code> system property is set to <b>Yes</b>.</p>
Source for target	<p>The metric definition or the metric that acts as a source of the target. This field only appears when the <b>Type</b> field contains either <b>Maximize</b> or <b>Minimize</b>. For information on how to add a source, see <a href="#">Add a source for a target</a>.</p>

4. To mark a material topic as confidential, in the Security section, select the **Confidential** option.
  - a. In the **Allowed users** field, select the users who can view the record.
  - b. In the **Allowed groups**, select the groups that can view the record.  
This Security section only appears if the `sn_grc.enable_record_confidentiality` property is enabled under GRC properties. By default, the logged in user is added to the list of confidential users.
5. Click **Save**.  
The Metric Definitions and the Metric related lists appear.
6. To add a metric definition, do the following:
  - a. Click the Metric Definition related list.
  - b. Click **Add**.
  - c. Select the metric definitions to add.
  - d. Click **Add**.

## Result

The target with metric definitions is created.

## Add a source for a target

After you create a target, you must add a source for the target. The source can be a metric or a metric definition that contributes to the parent target.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Targets**.
2. Select and open the target for which you want to add the source.
3. From either the Metric Definitions or the Metrics related list, select the metric definition or the metric that you want to set as the source for the target.

Metric definition	Unit	Frequency	Enterprise owner	Class
Corporate grants	\$	Annually	Jude Haza	Metric Definition
Employee donation participation	%	Daily	Jude Haza	Metric Definition
Approach to Stakeholder Engagement	(empty)	Annually	Oliver Jones	Metric Definition
Employee donations	\$	Annually	Jude Haza	Metric Definition
Employee engagement	%	Annually	Elisa Gracely	Metric Definition

4. Select **Add as target source**.

## Create an emission activity

Create an emission activity to track the activity that leads to emissions.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Emission Factor Library > Activity**.
2. Select **New**.
3. On the form, fill in the fields.

### Emission activity form

Field	Description
Name	Name of the emission activity. For example, Cars.
Type	Type of activity. For example, Luxury.

Field	Description
Subtype	Subtype of the activity. For example, Diesel.

**4. Select **Submit**.**

## Create an emission factor

Create an emission factor. This factor is a representative value that relates the quantity of a pollutant released to the atmosphere with the activity associated with the release of that pollutant.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

An emission factor is a coefficient that enables conversion of activity data into emissions. It is the average emission rate of a given source, relative to the units of an activity or process. When you create an emission factor, you can select the unit from which you want to convert the data into the unit that you want to use to measure your emissions. For example, you can convert miles, which is the activity data, to the emissions the activity causes.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Emission Factor Library > Factor**.
2. Select **New**.
3. On the form, fill in the fields.

#### Emission factor form

Field	Description
Name	Name of the emission factor. For example, Cars-Mini-Diesel-miles-KgCO2e.
From unit	Unit in which the data is collected.
To unit	Unit to which the data must be converted.
Emission activity	Emission activity or source of the factor.

**4. Select **Submit**.**

## Add locations to an emission factor

Add locations to an emission factor after you create the factor. The reason you must add locations to a factor is that an organization may have different locations and each location may have a different factor value for different periods.

### Before you begin

Role required: sn\_esg.program\_manager

## About this task

Usually, the factors are obtained from standard sources such as the Greenhouse Gas (GHG) protocol. Each factor for a location is effective for a specified time period. When you add locations to an emission factor, you specify the factor value for that particular location.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Emission Factor Library > Factor**.
2. Open the emission factor for which you want to add locations.
3. In the Emission factor locations related list, select **New**.
4. On the form, fill in the fields.

### Emission factor location

Field	Description
Emission factor	Name of the emission factor for which you are adding the location. This field is automatically set.
Effective from	Date the emission is effective from.
Effective to	Date until which the emission would last.  <b>i Note:</b> If you do not specify the end date, then the factor value is applied indefinitely.
Location	Location of your emissions.  <b>i Note:</b> If you do not specify a location, then the factor value applies to all the locations of your organization.
Value	Value for the factor. For example, if natural gas emits 0.375 kg CO2eq/kWh ICV, then you can provide 0.375 as the value.

5. Select **Submit**.

## Example: Calculation logic for a location

Each location may have a parent location. For example, if your location is **Tokyo**, the parent location of Tokyo is Japan. Similarly, the parent location of Japan is Asia Pacific. If you select a parent location such as **Japan** in the **Location** field and specify the value as **1.5**, then the metrics are calculated using the value of 1.5 for any location that does not have a record but has the parent location as Japan. Similarly, if you select **Asia Pacific** in the **Location** field and specify the value as **2.5**, then the metrics are calculated using the value of 2.5 for any location that does not have a record but has the parent location as Asia Pacific.

## Create a new schedule

Create a schedule or modify an existing schedule to calculate the due date for metric data tasks.

### Before you begin

Role required: admin

### About this task

Using schedules, you can specify that the due date for a metric data task. For example, you can specify that the due date does not fall over a weekend or a holiday. Another example could be that you can specify your working hours so that the due date automatically is set based your specifications. By default, the **8-5 weekdays** schedule is used to set the due date.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration > Schedules**.
2. Select **New** and provide a unique and meaningful **Name** and **Description**, and then fill in the form.

For detailed information on Schedule form fields, see [Schedule fields](#).

## Create related list groupings

Simplify the groupings of related lists on a record page and customize them to your specific needs, assigning meaningful names in the process. This configuration enhances readability and user experience when interacting with the forms.

### Before you begin

Role required: admin or sn\_grc\_workspace.record\_view\_admin

### About this task

On a form there can be numerous related lists that can occasionally result in a cluttered view. To streamline the display, you have the option to select and configure the related lists you want to see on the form. By default, the ability to configure the related lists is given for the following tables:

- Calculated metric definition table
- Goal table
- Manual and automated metric definition table

While you can select any table and configure the related lists for that table, as an example, this procedure describes how you can create groupings for the Goal configuration table. Apart from the related lists, you can also specify a UX page that you want to display under a group.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration > Record View Configurations**.
2. Select **ESG workspace configuration**.
3. In the Table configurations related list, select **Goal configuration**.
4. In the Group configurations related list, select **New**.
5. On the form, fill in the fields.

### Group configuration form

Field	Description
Table configuration	Name of the table for which you're configuring the related list. This field is automatically set.
Name	Name of the group that will be displayed on the related list of the form. For example, you can provide a name such as Program set up.
Active	Option to indicate if the configuration is active.
Order	Order number of the group on the form.  <b>i Note:</b> If you want to display the order before the Details tab, then the order number must be less than or equal to 100.
Condition	Conditions that must be met in order to be displayed on the form. For example, you can specify that if a goal is of type Environmental, only then it must be displayed on the form.

6. Select **Submit**.

7. In the Group configurations related list, select the entry you created.

a. In the Group entries related list, select **New**.

b. On the form, fill in the fields.

### Group entry form

Field	Description
Group configuration	Group for which the related list is being created. For example, in this procedure, the group for which you're configuring the entry is <b>Program setup</b> .
Order	Order of the entry on the UI page.
Application	Application for which the related list is being created. This field is automatically set to <b>Environmental, Social, Governance Management</b> .
Active	Option to indicate if the entry is active.
Type	Choice to indicate the type of item the group will contain. The choices are as follows:

Field	Description
	<ul style="list-style-type: none"> <li>▪ <b>UX page</b></li> <li>▪ <b>Related list</b></li> </ul>
Related list	Related list that you want must appear under the group. This option appears only when the <b>Type</b> field contains <b>Related list</b> .
Screen	Specific variation or version of a page. This option appears only when the <b>Type</b> field contains <b>UX page</b> .
Route	The path of the UX screen. This option appears only when the <b>Type</b> field contains <b>UX page</b> .

### c. Select **Submit**.

## Result

The following figure shows grouped related

Material Topic	Classification	Priority	Importance to business success	Importance to stakeholders
Climate & Energy	Environmental	2 - Important	2 - Important	1 - Very important

## Configure Sustainable IT

Follow the order of the steps to configure the Sustainable IT plugin.

### Activate the Sustainable IT plugin

The Sustainable IT is used to effectively manage and monitor the emissions generated by your hardware assets.

#### Before you begin

Role required: admin

#### About this task

For more information, see [Components installed with ESG Management](#).

#### Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.

2. Find the Sustainable IT plugin (sn\_esg\_sustain) using the filter criteria and search bar.

You can search for the plugin by its name or ID. If you cannot find a plugin, you might have to request it from ServiceNow personnel.

3. Select **Install**, and then in the Activate Plugin dialog box, select **Activate**.

**Note:** When domain separation and delegated admin are enabled in an instance, the administrative user must be in the **global** domain. Otherwise, the following error appears: Application installation is unavailable because another operation is running: Plugin Activation for <plugin name>.

## Filter Sustainable IT metric definitions

Apply the filter to obtain the metric definitions that are shipped with the Sustainable IT plugin. The filter must be applied to all the three types of metric definitions namely manual, automated, and calculated.

### Before you begin

Role required: admin

### About this task

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Metrics**.
2. Select a type of metric definition.
3. Select the filter icon.
4. Select **Advanced view**.
5. Build a filter by selecting **Group, is, Sustainable IT**.
6. Select **Update**.

## Methods to set up entities for Sustainable IT

There are two methods, manual and automatic, to set up your entities for data collection for the Sustainable IT application. You can select any one and proceed to collect your data.

You can set up the entities in one of the following ways:

- Use the cmdb\_ci\_datacenter table to create your entities. After you create the entities, you can add the locations for each entity. For more information, see [Create new entities for data centers](#). Usually, this method is the preferred method for configuring entities.
- Manually create entities for data centers and add them to an entity type. The entity type is then added to the metric definitions that enables the metric definitions to collect data from various data centers. For more information, see [Manually set up entities for Sustainable IT data centers](#).

### Create new entities for data centers

Use the cmdb\_ci\_datacenter table to create entities for all your data centers.

### Before you begin

Role required: sn\_esg.admin

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Scoping > All Entities**.
2. Select **New**.

3. Ensure that the **Refers to existing record** option is selected.
4. In the **Table** field, select **cmdb\_ci\_datacenter**.
5. In the **Applies to record** field, select the data center you want to add.
6. In the **Location** field, select the data center location from where you want to collect data.
7. In the **Class** field, select **Sites**.
8. Add the entity to the metric definition for which you want to collect data.
9. Save the metric definition form.

## Result

When the metric definition is executed, the metrics for the selected data center will be collected and displayed on the Sustainable IT dashboard.

### Manually set up entities for Sustainable IT data centers

Create entities for data centers and add them to an entity type. The entity type is then added to the metric definitions that enables the metric definitions to collect data from various data centers.

#### Before you begin

Role required: sn\_esg.admin

#### About this task

To gather emissions data pertaining to your data centers, it is necessary to give a unique name to your entities and associate a location in such a way that they can retrieve data from all of your data center locations. For instance, if you wish to utilize the metric definition named Energy from coal, it implies that you want the coal energy emissions data from four locations, for example, Bangalore, New York, Paris, and Berlin when the metrics are executed. To accomplish this task, you need to create entities with names such as New York, Bangalore, and so on. To use the Sustainable IT application, when you create entities, it is mandatory to add a location to them. You can then group the entities within an entity type. For example, you can call the entity type "Data centers." This entity type is then added to the metric definition named Energy from coal.

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Scoping > All Entities**.
2. Create new entities with names such as Paris data center.  
For information on how to create a new entity, refer to [Create an entity](#). The name that you use when creating an entity is the name that is displayed on the Sustainable IT dashboard. It is important to provide a value in the **Location** field on the entity form. If a particular data center has multiple locations, you can name the entities accordingly.
3. Create an entity type called Data center.  
For information on how to create a new entity, refer to [Create an entity type](#). The name that you use when creating an entity is the name that is displayed on the Sustainable IT dashboard.
4. Add the entities that you created to the Data center entity type.
5. Add the entity type to the metric definition that you would use to collect metrics.

## Result

When the metrics are executed, data from all four entities is collected and displayed on the Sustainable IT dashboard.

## Configure a map marker

Configure the items that you want to view on the IT footprint map tab of the Sustainable IT dashboard.

### Before you begin

Role required: sn\_esg.admin

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Sustainable IT > Map marker configuration**.
2. Select **New**.
3. On the form, fill in the fields.

#### Map marker configuration table

Field	Description
Name	Name of the configuration.
Metric definition	Active metric definition related to Sustainable IT.
Map marker icon	Icon used to represent the configuration on the map.
Show on map by default	Option to show the configuration on the map, by default, during the initial loading of the map.
Active	Option to mark the configuration as active. Only active configurations are displayed on the map during the initial loading of the map.
Entity class	Unique entity class of the entities associated with the selected metric definition.
Default icon color	Hex color code of the icon when it's displayed on the map. You can change the default color that is automatically set in this field.

4. Select **Submit**.

### What to do next

Define data range configurations. See [Map data range configurations](#).

## Map data range configurations

Define the criteria for classifying map markers based on their metric data values. You can specify a range of values and assign a corresponding classification and color to markers that fall within that range.

### Before you begin

Role required: sn\_esg.admin

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Sustainable IT > Map marker configuration.**
2. Select and open the map marker configuration for which you want to add the data range.
3. Select **New**.
4. On the form, fill in the fields.

### Map data range configuration

Field	Description
Name	Name of the data range. For example, High emission.
Lower interval	Lowest value in the range that you want to set.
Map marker configuration	Name of the configuration for which you're defining the range. This field is automatically set.
Classification	Classification that is assigned to ranges based on the values within the upper and lower intervals. For instance, a range of 250000 Co2e emissions can be categorized as Good.
Upper interval	Highest value in the range that you want to set.
Icon color	Hex color code of the icon when it's displayed on the map for the range specified.

5. Select **Submit**.

## Activate or update a framework and install citations using the ESG content accelerator

Activate or update your chosen framework and select the citations for the framework you've selected. This will install the framework and the selected citations and metric definitions on your instance.

### Before you begin

Role required: sn\_esg.admin

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace**.
2. Select **ESG content accelerator**.
3. Select the version for the required framework.
  - a. Select **Activate**.
  - b. Read the disclaimer and select **Agree**.
4. On the citations page, select the required citations.

5. Select **Next**.
6. On the metric definitions page, select the required metric definitions.
7. Select **Submit**.
8. To update a framework, select a framework and **Update**.

## Filter citations documents for ESG

Set the functional domain to **Environmental, Social, Governance** to view only those citations that are specific to the ESG domain. This ability to select the domain enables you to see only those citations that are relevant to you. The same procedure applies to authority documents as well.

### Before you begin

Role required: sn\_esg.reporting\_disclosure\_manager

### About this task

When you view the citations and authority documents in an instance, all the citations and authority documents that are available are displayed. Not all citations and authority documents are relevant for your domain. In this case, you can apply a filter to display only those documents that are specific to your domain. After you apply the filter and a relevant citation or authority document is not displayed, then it means that the document's functional domain is not set to **Environmental, Social, Governance**.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosure requirements > Citations**.
2. Select the filter icon.
3. Select **Advanced view**.
4. Build a filter by selecting **Functional domain, contains, Environmental, Social, Governance**.
5. Select **Update**.

Related topics

[Create or deactivate a citation](#)

## Manage entities in ESG Management

You can learn about how ESG, which stands for Environmental, Social, and Governance Management (ESG) is used by the investors and reporting agencies to evaluate different entities that they want to invest in, such as different business units in an organization.

Entities can be people, processes, departments, or applications. For example, if your goal is to reduce the carbon emission from the datacenters, then you can consider datacenters as entities.

As another example, assume you're a company that has subsidiary companies. Your goal is to measure greenhouse gas emissions (GHG) in your subsidiary companies. Both your company and your subsidiary companies are your entities. Your company is the parent entity, while the subsidiary companies are the child entities. Typically, the parent entity handles reporting and measuring the GHG of the child entities.

As part of your ESG Management strategy, you have to provide disclosures to your stakeholders. ESG Management disclosures refer to the disclosure of data that relate to an

organization's Environmental, Social, and Governance Management performance. These disclosures concern the goals, targets, and metrics that are associated with your entities. By using these disclosures and other metrics, the investors assess and rate the performance of entities based on the ESG parameters.

A parent entity that has the child entities is said to have downstream entities. Any child entity that has the parent entities is said to have upstream entities.

After creating the entities, you can tag similar entities by individually defining an entity class for them or by linking them to an existing entity class.

## Entity classes

Entity classes are used to tag an entity or to add the conceptual information about an entity. For example, consider a company that has office branches in three cities. The office space is considered as an entity, while the entity class for these entities is the location of the offices.

## Entity types

An entity type is a grouping of entities that is based on filtering attributes. An entity type defines a set of the entities that have the same attributes. An entity type is used to describe and identify an entity that is based on a set of filter conditions.

Consider the following two entity types: Employee and Product. Each entity type has its own attributes.

For Employee, its attributes are employee number, name, department, and designation. In the Employee table of the company database, the sample attributes of an employee are displayed in row E1 as 1001 (employee number), Paul (name), Marketing (department), and PM (designation).

For Product, its attributes are product ID, name, cost, and currency. In the Product table in the company database, the sample attributes of an energy-efficient product are displayed in row P1 as 800 (product ID), Solar Panel (name), 200 (cost), and USD (currency).

Entities and entity types can have a one-to-many relationship. For example, an entity called Hope can have an entity type called Person and an entity type called Organization.

Related topics

[Create an entity](#)

## Create an entity

Create an entity and measure its performance against the goals. Defining an entity ensures that the entity owners are also identified. After an entity is defined, ESG Management goals are applied to the entity.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Scoping > All entities.**
2. Click **New**.
3. On the form, fill in the fields.

## New entity form

Field	Description
<b>Entity</b>	
Refers to existing record	Option that refers the new entity to an existing record.
Table	Table to be queried to create an entity.
Applies to record	Records that are associated with the selected table.
Name	Name of the entity.
Owned by	Details of the owner of the entity such as system administrator.
Active	Option that indicates whether the entity is active.
Class	Name of the class that is associated with the entity such as Application or Business Entity.
Location	Location record of the entity with details such as address, city, state, and country.
Description	Description of the entity.
<b>Compliance</b>	
Attestation frequency	<p>Frequency of attestations for the controls that are attached to an entity. The choices are as follows:</p> <ul style="list-style-type: none"> <li>◦ <b>Daily</b></li> <li>◦ <b>Weekly</b></li> <li>◦ <b>Monthly</b></li> <li>◦ <b>Quarterly</b></li> <li>◦ <b>Semi-annually</b></li> <li>◦ <b>Annually</b></li> </ul>

4. To save the entity, click **Save**.

**Note:** On the New Entity form, only the **Details** tab is displayed. After a new entity is created, the **Overview** tab, the **Details** tab, and other related lists are displayed on the form.

### Result

The entity is created. The New Entity form is displayed with the **Overview** tab, **Hierarchy** tab, and the related lists:

- Entity types
- Downstream risks
- Downstream controls
- Downstream engagements

- Downstream issues
- Downstream tasks
- Policy exceptions
- Content References
- Goals

**i Note:** Some related lists appear in the entity form only when certain applications are installed. For example, the Downstream risks related list appears only when the Risk Management application is installed. The Downstream engagements related list appears only when the Audit Management application is installed. The Downstream controls, Downstream issues, and Policy exceptions related lists appear only if you have the IRM license.

## What to do next

[Update an entity](#)

### Update an entity

Update the details of an existing entity.

#### Before you begin

Role required: sn\_esg.program\_manager

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Scoping > All entities.**
2. Click an entity from the list.
3. On the form, update the fields as necessary.

#### Entity tabs and related lists

Field	Description
Tabs	
Overview tab	Compliance status and risk status of the entities. Tracking details of the issues, controls, and policy exceptions. This field is automatically set to display the overview of the status and the tracking details.
Details tab	Information on the entity. For more information on the <b>Details</b> tab, see <a href="#">Create an entity</a> for more information.
Hierarchy tab	Upstream entities and downstream entities for the selected entity. A parent entity that has the child entities is said to have the downstream entities. Any child entity that has the parent entities is said to have the upstream entities. Select an entity and click <b>Add</b> to add an upstream or downstream entity to the parent entity.
Related lists	

Field	Description
Entity types	Details of the entity type, description, filter condition for the entity type, and the compliance score in percentage.
Downstream risks	Details of the downstream risk for the selected entity such as number, name, entity, class, risk statement, risk assessment methodology, owner group, and owner of the entity. To add new risk statements, click <b>Add</b> . To create a new risk statement, click <b>New</b> .
Downstream controls	Details of the downstream controls such as name, number, entity, control objective, state, status, exempt, owner, and description. To add the new downstream controls, click <b>Add</b> .
Downstream engagements	Details of the downstream engagements such as name, number, type, parent plan, state, engagement lead, remaining expense budget (%), remaining resource budget (%), and engagement planned start. To create a new downstream engagement, click <b>New</b> .
Downstream issues	Details of the downstream issues, such as name, number, issue source, issue type, state, issue manager, assigned to, priority, and due date. To add a new issue, click <b>New</b> .
Downstream tasks	Details of the downstream tasks, such as name, number, parent, state, assigned to, and planned end date.
Policy exceptions	Details of the policy exceptions, such as name, number, state, substate, policy, control objective, issue, reason, requester, valid from, valid to, and risk rating.
Content References	Details of the content references for the entity such as content reference, description, and version. To add new content references, click <b>Add</b> .
Goals	Details of the goals for the entity such as the goal, owner, state, status, progress, start date, and end date for the goal. To add a new goal, click <b>Add</b> .

**Note:** Some related lists display in the entity form only when certain applications are installed. For example, the Downstream risks related list displays only when the Risk Management application is installed. The Downstream engagements related list displays only when the Audit Management application is installed. The Downstream controls, Downstream issues, and Policy exceptions related lists display only if you have the IRM license.

4. To save the updates to an entity, click **Save**.
5. To retire an entity, click **Retire**.
6. To delete an entity, click **Delete**.
7. To visually explore the relationship between the upstream entities, downstream entities, entity class, and entity type associated with the entity, click **360° view**.

## Create an entity type

Create an entity type for the entities in your system. Entity types enable you to find and create entities that have the same attributes and that match a set of filter conditions.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace**.
2. Under **Scoping**, select **Entity types** and click **New**.
3. On the form, fill in the fields.

#### New entity type form

Field	Description
Name	Name of the entity type.
Active	Option to set the entity type as active.
Compliance score (%)	Compliance score of the entity type. The value is a percentage. This field is automatically set.
Description	Description of the entity type.

4. To save the entity type, click **Save**.

**Note:** In the new entity type form, only the **Details** tab is displayed. After a new entity type is created, the **Details** tab and other related lists are displayed in the entity type form.

5. To activate the entity type, do the following:

- a. Click **Activate**.

The following message displays: Are you sure you want to activate this entity type?

- b. To activate the entity type, click **OK**.

6. To delete the entity type, click **Delete**.

### Result

The entity type is created. The new entity type form is displayed with the **Details** tab and the related lists:

- Entities
- Risk Frameworks

- Risk Statements
- Policies
- Control Objectives
- Entity Filters
- Policy exceptions
- Content References

**1 Note:** Some related lists appear in the entity type form only when certain applications are installed. For example, the Risk Frameworks and Risk Statements related lists appear only when the Risk Management application is installed. The Policies, Control Objectives, and Policy exceptions related lists appear only when the Policy and Compliance Management application is installed.

## What to do next

You can also [update an entity type](#).

## Update an entity type

Update an existing entity type to add entity filters, policies, and control objectives.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace**.
2. Under **Scoping**, click an entity type from **Entity types**.
3. On the form, update the fields as necessary.

### Entity type tabs and related lists

Field	Description
<b>Tabs</b>	
Details tab	Information on the entity. See <a href="#">Create an entity</a> for more information.
<b>Related lists</b>	
Entities	Details of the entity, the condition for the entity if it was created manually, and the compliance score as a percentage.
Entity Filters	Details of the entity filter type, table for the entity, filter condition of the entity filter, use owner field, and the owner field.
Risk Frameworks	Details of the risk frameworks for the selected entity type. Click <b>Add</b> to add a new risk framework.
Risk Statements	Details of the risk statements, such as title, framework, category, and description. Click <b>Add</b> to add a new risk statement.

Field	Description
Policies	Details of the policies, such as name, number, type, owner, state, valid from, valid to, and the compliance score in percentage. Click <b>Add</b> to add a new policy.
Control Objectives	Details of the control objectives, such as category, type, classification, and the compliance score as a percentage. Click <b>Add</b> to add a new control objective.
Policy exceptions	Details of the policy exceptions, such as name, number, requester, reason, policy, control objective, issue, state, substate, valid from, valid to, and risk rating.
Content References	Details of the content references, such as content reference, description, and version. To add a new content reference, click <b>Add</b> .

**Note:** Some related lists display in the entity type form only when certain applications are installed. For example, the Risk Frameworks and Risk Statements related lists display only when the Risk Management application is installed. The Policies, Control Objectives, and Policy exceptions related lists display only when the Policy and Compliance Management application is installed.

4. To save the updates to the entity, click **Save**.
5. To retire an entity, click **Retire**.
6. To delete an entity, click **Delete**.
7. To visually explore the relationship between the upstream entities, downstream entities, entity class, and entity type that is associated with the entity, click **360° view**.

## Create an entity class

Create an entity class that is to be associated with an entity. Define the parent class, root entity, and tier for an entity class.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

Entity classes are used to add conceptual information about an entity. Entity classes represent a collection of entities that have the same attributes such as Department, Business Unit, or Business Service. You can gather data about an entity based on its entity class.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Scoping > Entity classes**.
2. Click **New**.
3. On the form, fill in the fields.

## New entity class form

Field	Description
Name	Name of the entity class.
Parent class	Parent class that is associated with the entity class, such as Company or Department.
Is root	Condition to check if the new entity class has a root entity. Options are <b>True</b> or <b>False</b> .
Tier	Tier for the new entity class, such as Application or Business.

4. To save the entity class, click **Save**.

**Note:** In the New entity class form, only the **Details** tab is displayed. Only after an entity class is created, the **Details** tab, **Entities** related list, and **Child classes** related list are displayed in the entity class form.

### What to do next

[Update an entity class](#)

## Update an entity class

Update an existing entity class that is associated with an entity. Entity classes are used to add the conceptual information about an entity or tag the entity.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Scoping > Entity classes**.
2. Select an entity class.
3. On the form, update the fields as necessary.

### Entity class tabs and related lists

Field	Description
<b>Tabs</b>	
Details tab	Information on the entity. See <a href="#">Create an entity class</a> for more information.
<b>Related lists</b>	
Entities	Details of the entity, such as name, owned by, and compliance score percentage. To add a new entity, click <b>New</b> .
Child classes	Details of the child classes for the selected parent entity class. To add a new child entity class for the parent entity class, click <b>New</b> .

4. To save the entity class, click **Save**.
5. To visually explore the relationship between the upstream entities, downstream entities, entity, and entity type that is associated with the entity class, click **360° view**.

## GRCA: Metrics

The ServiceNow® GRC: Metrics application enables organizations to track their goals and targets, collect data, and report data.

<p>Explore</p>  <p>Learn about how Metrics administrators use the GRC: Metrics application for tracking their goals.</p>	<p>Configure</p>  <p>Configure your GRC: Metrics application.</p>	<p>Use</p>  <p>Use the GRC: Metrics application for tasks such as creating metric definitions, providing data for metrics, managing your integrations, and so on.</p>
<p>Reference</p>  <p>Get details about components like fields, tables, roles, and properties installed with GRC: Metrics.</p>		

## Exploring GRC: Metrics

A metric is used to measure and evaluate the effectiveness of your organizational processes. A metric or a combination of metrics can provide an insight into a system, component, or process. The GRC: Metrics application enables other applications to assess, compare, and track the performance of the processes.

### Metrics

The GRC: Metrics application is installed automatically with the ESG Management application from the ServiceNow® Store. The user role that is responsible to read, create,

and update the metric definitions and metrics is the ESG Management metrics manager (`sn_esg.metrics_manager`).

With the GRC: Metrics application, you can define metrics by using the metrics form. Metrics are a combination of a metric definition and an entity. Applying the metric definition to an entity creates a metric. Once the metrics are defined, data is gathered to track the effectiveness and performance of your processes. For example, consider a metric that measures the effectiveness of an incident resolution process by calculating the time it takes to resolve an incident.

Every organization has a range of data sources for building and structuring their own metric analysis. To establish a useful metric, the metrics manager must first assess and set the goals. Next, the manager sets the targets for the metrics that are integrated with their business decisions.

## Qualitative and quantitative metrics

You can classify your metrics into qualitative and quantitative measurements.

Qualitative metrics in ESG Management are derived from the subjective opinion that you form based on other information. Some examples of qualitative metrics in the ESG Management sectors are brand credibility, corporate value, and so on.

Quantitative metrics in ESG Management are the metrics that you can measure in a specific number through certain formulas. Some examples of quantitative metrics for an organization include reporting total energy use, energy use by region, and so on.

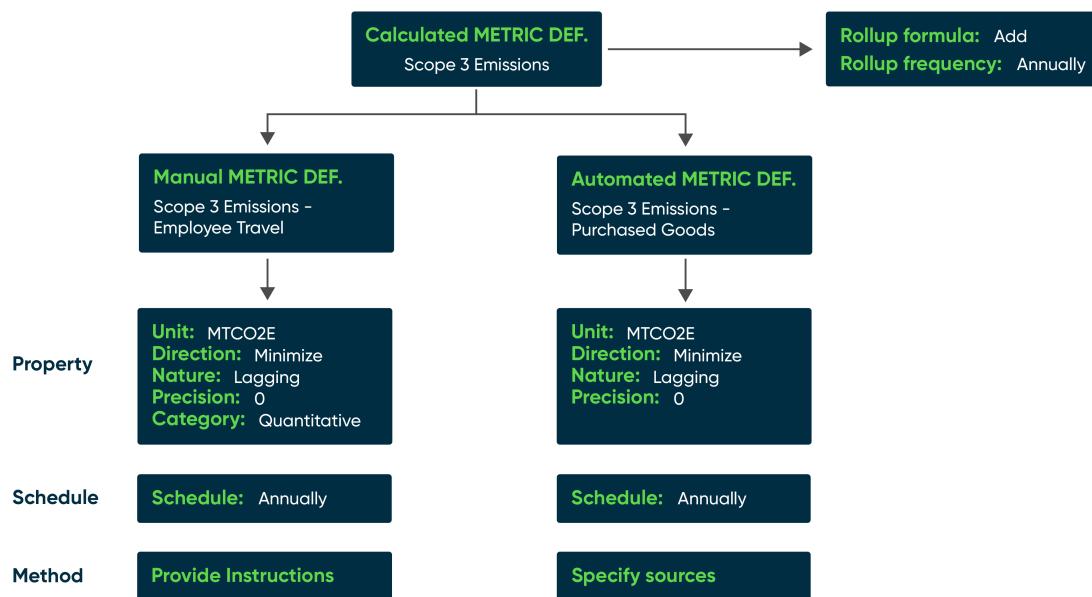
## Examples of metrics

Consider the example of measuring greenhouse gas emissions for business entities in your organization. Greenhouse gas emissions are categorized into three groups called Scopes by the international Greenhouse Gas (GHG) Protocol.

You want to measure the metrics for Scope 3 Emissions for the following categories: employee travel and purchased goods. The employee travel policy applies to all the employees in the organization. You can collect the metrics for the employee travel policy manually by providing instructions in the metric definition.

On the other hand, the metrics for the purchased goods are collected automatically based on the specified conditions method, schedule, and core property in the metric definition. The metric collection process is illustrated in the following image.

## Define a metric



## Metric data by entity

The metric data by entity table (`sn_grc_metric_data_by_entity`) includes metric definition data and metric data for entities and the aggregated data for parent entities defined in the entity hierarchy. For example, if an ESG reporting disclosure manager wants to understand the total emissions for an entire year for a particular location and if the location has sub-locations, you can also aggregate the data and use it for reporting purposes. For example, consider that your organization has a location Japan. Japan, in turn, has two sub locations, Tokyo and Kyoto. Assume that you want to find your total yearly Scope 1 emissions for the year 2022 for Japan. Using the time dimensions feature, you can aggregate your data and get a view of your total emissions for a year. You can also aggregate the data for a quarter, week, or a month depending on your reporting requirements.

## Components of GRC: Metrics

A metric consists of several components such metric definition, metric data, metric definition data, metric data tasks. All of these elements or parts contribute to the metric collection process in various ways.

### Metric definitions

A metric definition is a template-level record that helps set the core properties of a metric. These properties include the unit, direction, nature, precision, frequency of data collection, and category of the metric. The metric itself collects scores, which are then aggregated into the defined metric template. The advantage of creating and using a metric definition lies in its ability to streamline the process of creating metrics using these metric definition templates. For instance, imagine you have several business units, and you need to collect revenue data for each of them. Without a metric definition, you would have to create separate templates for every business unit and repeatedly specify the metric properties. However, by using a metric definition, you simplify this task. Once you've created the metric definition, you can easily attach your entities (business units in this case) and collect the metrics without duplicating efforts.

The GRC: Metrics application provides the following types of metric definitions:

- Automated metric definition: Data is collected automatically.
- Manual metric definition: Data is collected manually.
- Calculated metric definition: Data is collected by aggregating data from other child metrics.

## Metric data

When you execute a metric, the metric data gets created. The values of metric data are copied from the metric data tasks when the metric data tasks are closed in the case of manual metric definition. For a scripted automated metric definition, the values are updated when you execute the script. For a basic automated metric definition, the values are updated from the selected table. The field **Variance (%)** shows the variation in between current period and the previous period metric data. This difference is displayed in percentage. The field **Last period data** refers to the previous period's metric data.

## Metric definition data

Metric definition data gets automatically created when the metric definition gets executed and aggregated. On the metric definition data page, the field **Variance (%)** shows the variation in between the current period and the previous period's metric definition data. This difference is displayed in percentage. The field **Last period data** refers to the previous period's metric definition data.

## Metric data tasks

Metric data tasks only apply to manual metric definitions. These tasks are generated whenever manual metric definitions are executed and the data owners provide responses for these tasks manually. You can provide responses to multiple metric data tasks using the metric data table. For more information, see [Metric data table](#).

## Types of metric definitions

A metrics manager defines the metrics by creating a metric definition. A metric definition is a template-level record. In the metric definition, you set the core properties of the metric, such as unit, direction, nature, precision, and category. The metrics collect the scores, and these scores get rolled up into the metric definition.

The GRC: Metrics application provides the following types of metric definitions:

- Automated metric definition: Data is collected automatically.
- Manual metric definition: Data is collected manually.
- Calculated metric definition: Data is collected by aggregating scores from other child metrics.

These types of metric definitions are further explained in the following sections.

## Automated metric definition

In automated metric definitions, the data is collected automatically based on the conditions defined in the metric definition, such as metric properties, method, and schedule. For the method, the metrics manager specifies the source table or the script that is used for collecting the metric data and the filtering criteria to filter the metric data. See the following video. Create an automated metric definition See [Create an automated metric definition](#) for more information.

## Manual metric definition

In manual metric definitions, the mode of data collection is manual. The data owner for a particular metric provides the metric data by going through the instructions. As the metrics manager, you have to define the metric properties, method, and schedule for the metric definition. In the method, specify the instructions for the metric definition as the metrics manager. Also, specify the data collection details such as data owner type, data owner, and approval details.

In a manual metric definition, a metric data task is generated depending upon the frequency defined in the metric definition. As a metrics manager, you can assign the task to a data owner who provides the data for the task. See [Create a manual metric definition](#) for more information. When a metric data task is created, a system generated email notification is sent to the task owner. As a metric data owner, you can provide the data for multiple metrics using the Metrics tasks module (). For more information, refer to [Provide data for multiple metrics](#).

Each metric data task has a due date defined in the manual metric definition form. By default, the due date follows the schedule of 8-5. However, an ESG administrator can also modify the schedule. For more information, refer to [Create a new schedule](#). If the ESG administrator wants to overwrite the schedule, then the ESG administrator can modify the `sn_grc_metric.metric_data_task_schedule` property.

Both quantitative and qualitative category of metrics can be created using the manual metric definition.

It is possible to convert a manual metric definition to an automated metric definition and an automated metric definition to a manual metric definition. In the event that a manual metric definition has open tasks, it is necessary to first close them prior to converting the manual metric definition.

## Calculated metric definition

A calculated metric definition calculates the scores from its children. It can include the automated and manual metric definitions, metrics (quantitative), and other calculated metric definitions of identical frequency. As the metrics manager, you have to specify how you want to calculate the metric definitions score and how frequently you want to calculate them.

The calculated metric definition rolls up the scores from its children. The rollup property defined in the calculated metric definition consists of a rollup formula and schedule for the rollup frequency. A calculated metric definition can include those automated and manual metric definitions, and metrics as its children which are of the same frequency as that of the parent calculated metric definition. See [Create a calculated metric definition](#) for more information.

## Applying the metric definition to the entities

You can apply the metric definitions to the entities in your organization. Instead of defining the metric for each entity, you can define the metric definition once and then apply that metric definition to your entities.

For example, assume you want to measure the greenhouse gas emissions for the entities in your organization. Defining the metric for each entity is a time-consuming process. By creating a metric definition, you can define the metric once and then apply that metric definition to your entities.

The following illustration shows how you can apply the metric data definition to an entity. If you have an automated metric definition for the purchased goods metric category, the metric can be applied to the Products entity and IT entity in your organization. If you have a manual metric definition such as Employee Travel, the metric can be applied to the Enterprise entity in your organization as the travel policy applies to everyone across the enterprise.

### Apply the metric data definition to an entity



## Thresholds for metrics

In the context of metrics, thresholds refer to predetermined values or limits used to assess the performance of a metric. These thresholds are typically defined based on specific criteria or objectives and serve as reference points to determine whether the measured value or performance meets, exceeds, or falls below the desired level.

The three colors of thresholds—red, amber, and green—are commonly used to indicate different levels of performance or status. These colors indicate the status where green signifies the metric is performing well according to expectation, amber signals caution or warning, and red signifies a critical situation. For instance, consider a scenario where you have established a metric definition aimed at decreasing pollution, with the metric direction set to Minimize. In this case, the metric values should be lower than the specified threshold value. This requirement arises from the intention to prevent pollution from increasing and instead promote its reduction. If the metric value is higher than the defined limit, the value would appear in red or amber. Thresholds only apply to quantitative metric definitions.

## Types of threshold

There are two types of threshold for a metric.

- **Static:** A static threshold for a metric or a metric definition refers to a fixed value used as a limit for tracking a metric.
- **Dynamic:** Dynamic thresholds are specified in percentages. This means that the percentage variance is calculated based on two factors: direction and the previous period data. For example, you want to track electricity consumption, from a particular region and in June 2023, the electricity consumption value is 700 kWh. The direction of the metric and the metric definition is Minimize. This means you want to minimize the consumption, so any increase is considered undesirable. In July 2023, you collect new data and find that the consumption value has increased to 1000 kWh. To evaluate the status of this threshold, you define different thresholds that represent various levels of change. These thresholds are expressed as percentage differences from the previous period's data, in this case, from June 2023. For example, you can set a threshold range of 5% to 10%. If the percentage change between June and July falls within this range, you classify the threshold status as "amber." This means that there has been a moderate level of change, indicating that the metric is deviating from the desired target value, but it's not critical yet. However, if the percentage change in the metric value exceeds or reaches 15%,

you classify the threshold status as "red." This increase indicates a significant change that requires immediate attention or corrective action because it deviates greatly from the desired target value.

## Related topics

[Create a threshold for a metric](#)

## Metrics landing page

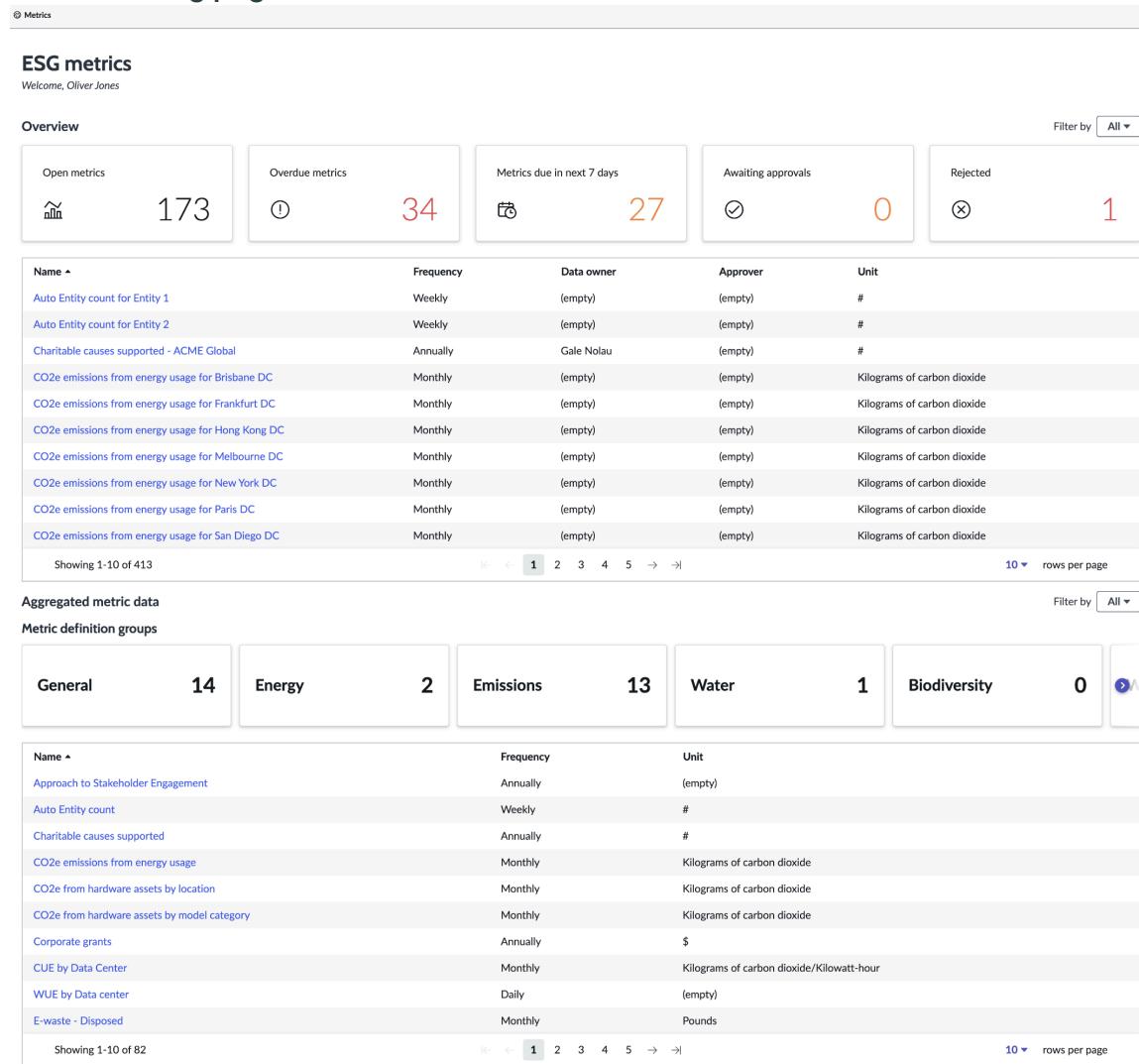
The metrics landing page offers an overview of all your metrics and metric definitions.

The metrics landing page provides a consolidated view of all your metrics and metric definitions for the users with the following roles:

- sn\_esg.metrics\_manager
- sn\_esg.program\_manager

You can launch the metrics landing page using the metrics icon ().

### Metrics landing page



The screenshot shows the ServiceNow Metrics landing page. At the top, there's a navigation bar with a 'Metrics' button. Below it is a section titled 'ESG metrics' with a welcome message 'Welcome, Oliver Jones'. It features five summary cards: 'Open metrics' (173), 'Overdue metrics' (34), 'Metrics due in next 7 days' (27), 'Awaiting approvals' (0), and 'Rejected' (1). A 'Filter by' dropdown is set to 'All'. Below this is a table of 'ESG metrics' with columns for Name, Frequency, Data owner, Approver, and Unit. The table lists various metrics like 'Auto Entity count for Entity 1' (Weekly, #) and 'CO2e emissions from energy usage for San Diego DC' (Monthly, Kilograms of carbon dioxide). A pagination control shows pages 1-10 of 413, and a '10 rows per page' option. Next is a section for 'Aggregated metric data' and 'Metric definition groups'. Under 'Metric definition groups', there are cards for General (14), Energy (2), Emissions (13), Water (1), and Biodiversity (0). Below these are tables for 'Metric definition groups' and 'Approach to Stakeholder Engagement'. The 'Metric definition groups' table includes metrics like 'Corporate grants' (Annually, \$) and 'WUE by Data center' (Daily, Kilograms of carbon dioxide/Kilowatt-hour). The 'Approach to Stakeholder Engagement' table includes metrics like 'E-waste - Disposed' (Monthly, Pounds). Both tables show pages 1-10 of their respective counts.

The landing page displays the following sections:

- Overview
- Aggregated metric data

## Overview

The Overview section shows the data for the manual metrics in the following tiles.

- Number of open metrics: Number of open tasks for manual metric definitions
- Number of metrics where the metric data tasks are past their due date: Number of metrics for which the metric data tasks are overdue.
- Number of metrics due in the next seven days: Number of metrics for which metrics must be submitted in the next seven days.
- Number of metrics awaiting approval for the metric data tasks: Number of metric data tasks that have not been approved.
- Number of metrics rejected: Number of metric data tasks that have been rejected.

When you select a tile, the data on the page is filtered. You can also filter the data that is visible using the reporting classification filters that are provided. The options displayed for the reporting classification filter can be configured by the users. For more information on how to configure the options, refer to [Create a grouping for metric definitions](#).

The data displayed on this page is always the latest data.

## Aggregated metric data

The Aggregated metric data section shows you the data for metric definitions. You can scroll horizontally to select a tile to view the data related to that tile. The tiles display the groups that you specify in the metric definitions. For example, you can select Emissions to see all the metric definitions related to Emissions.

## Metric data table

The metric data table enables data collection for metrics across the organization using an easy to use interface like a spreadsheet with a task management workflow.

As a data owner, you can access the metric data table (

The screenshot shows the ServiceNow ESG Workspace interface. The main area displays a table titled "My metric data tasks" under the "Metric data entry" tab. The table lists various metric definitions, such as "Scope 1 Data Center emissions" and "Scope 2 Data Center emissions - location-based". The table includes columns for Metric definition, Start date, End date, and several location-related fields. To the right of the table, a contextual side panel is open for a specific row, showing detailed instructions and a form for entering metric data. The side panel includes sections for "Details", "Attachments ...", and "More ...".

interface.

The metric data table offers the following benefits:

- Simplifies data collection across the entire organization.
- Enables you to view all the metrics that the data owner must respond to in a single place instead of navigating across multiple tasks.
- Maintains an audit trail of all changes to the data and the users who made the changes.
- Enables you to view the metrics segregated by entities.
- Gives additional information to the data owner for reference such as instructions to follow while providing the data.
- Provides the ability for the users to attach files in the Contextual side panel and attach the relevant documents and links.
- Enables ESG program managers and metrics managers to view the data submitted by the data owners and approve or reject the data with comments.
- Allows data owners to view the rejection comments in the Activity tab.
- Helps you to view how the past three data for quantitative metrics is trending.
- Provides a filter to see metric groups that have open tasks and displays the number of open tasks in parentheses.
- Allows you to see the approvers of your task and the approval status.
- Displays the percentage variance of data when compared to the data of the previous period.
- Displays the threshold status if the metric exceeds the threshold.
- Enables you to view the last period's data.

## Metric integration

The metric integration tool enables you to manage your third-party ESG Management data by normalizing and mass loading data using flat file. The terms flat file and normalized data refer to how data is stored electronically.

Metric integrations is a common import utility tool for GRC: Metrics, which can be used by multiple integrations to import data from an external source, such as a spreadsheet, into the metric data. This tool uses different mapping configurations to obtain the data needed to create or update existing metric data.

The following are the benefits of the metric integration tool:

- Provides flat file normalization for bulk data uploads.
- Enables configurations for your own integrations or uses the default configurations provided by ServiceNow, such as the Watershed integration.
- Enables the automatic creation of metric definitions.
- Provides the ability to automate the creation or update of data in bulk.
- Provides the ability to automate the creation of entity types and entities.
- Provides the ability to set up your own normalization and upload rules for metrics.
- Helps to stage data to verify the upload format of data being updated or created.
- Enables users to clean up data before loading to the database using the error log.

The Metric integration form also enables you to [create data mappings](#). Data mappings enable you to map the columns from any source of data such as the Watershed spreadsheet with the metric definitions. You must ensure that the data is mapped according to your system. For example, Watershed may name an entity as Office at Atlanta, US, whereas the metric definition may have the entity name as Atlanta, US-office. This difference would result in a mismatch when importing the data. To prevent this issue, you must ensure that the data mapping is accurate. When you map data, it is important to understand that metrics are derived from the combination of entity, entity type, and metric definition. Therefore, you must have the following tables in your data mapping.

- sn\_grc\_profile
- sn\_grc\_profile\_type
- sn\_grc\_metric\_definition

## Configuring GRC: Metrics

You can configure GRC: Metrics to meet the needs of your organization.

As a metrics administrator, you can configure the following types of metric definitions.

- [Automated metric definitions](#)
- [Manual metric definitions](#)
- [Calculated metric definitions](#)

### Create a manual metric definition

Create a manual metric definition to collect the data manually for a metric.

#### Before you begin

Role required: sn\_esg.metric\_manager

## About this task

In the manual metric definition, the mode of data collection is manual. An option is available to set up the qualitative and quantitative metrics.

**Note:** The forms for creating an automated metric definition or a manual metric definition point to the same sn\_grc\_metric\_definition table. The difference between the two forms is the method of the collection.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Manual metric definitions.**
2. Click **New**.
3. On the form, fill in the fields.  
For information about the fields, refer to [Manual metric definition fields](#).
4. Click **Save**.

## Result

The metric definition is saved in the Metric definitions list.

## What to do next

You can associate an entity type, create metrics, and add citations to the metric definition. See [Update a metric definition](#) for more information.

## Manual metric definition fields

Detailed explanation of the fields on the manual metric definition form.

### New manual metric definition form

Field	Description
<b>Basic details</b>	
Name	Name of the manual metric definition. For example, Number of incidents.
Active	Option to mark the manual metric definition as active.
Description	Brief description of the manual metric definition.
Category	<p>Category of the metrics data. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Qualitative:</b> Qualitative data is intangible and non-numerical in nature. It's defined by the characteristics of a process or business activity.</li> <li>• <b>Quantitative:</b> Quantitative data is tangible and numerical in nature. It's defined by the numbers or key performance indicators.</li> </ul>

## New manual metric definition form (continued)

Field	Description
	<p><b>Note:</b> This fields <b>Nature</b>, <b>Direction</b>, <b>Precision</b>, and <b>Unit</b> are only displayed only when the category of the manual metric definition is <b>Quantitative</b>.</p>
Aggregation method	<p>Method used to calculate the metric data for all the entities. For example, if you have a metric that you want to measure for multiple entities such as people, departments, or regions, you might want to know how to calculate the scores for each entity into a single score that represents the overall performance. Your choice of aggregation method depends on your goal of metric collection. For example, if you are interested in overall performance and want to account for differences in scale or size between entities, the sum or average may be more appropriate. If you are interested in identifying the best-performing entity, the maximum may be more appropriate, while if you are interested in identifying the worst-performing entity, the minimum may be more appropriate. The aggregation happens across time periods based on the frequency defined in the metric definition. If the frequency is monthly, the calculation will take place every month. The four choices for aggregation methods are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Sum:</b> The metric data for all entities are added together to create a single score.</li> <li>• <b>Average:</b> The metric data for all entities are averaged to create a single score.</li> <li>• <b>Maximum:</b> The highest metric data among all entities is used as the single score.</li> <li>• <b>Minimum:</b> The lowest metric data among all entities is used as the single score.</li> </ul>
Unit	Unit for the manual metric definition.
Precision	<p>Number of decimal places after the decimal point on a score. This field is automatically set to <b>0</b>.</p> <p>When the Precision is set to 0, the result is rounded to the nearest whole number. For example, if a metric definition with Precision 0 calculates the values <math>7 + (5 / 2)</math>, the result rounds up to 10.</p>

## New manual metric definition form (continued)

Field	Description
	When the Precision is set to greater than 0, the result is rounded to the nearest decimal point for the given precision. For example, Precision 1 rounds a result of 4.45 as 4.5.
Frequency	<p>Frequency at which the metric definition should collect the scores. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Daily</b></li> <li>• <b>Weekly</b></li> <li>• <b>Monthly</b></li> <li>• <b>Quarterly</b></li> <li>• <b>Semi-annually</b></li> <li>• <b>Annually</b></li> </ul>
First run date	Start date of the metric definition execution for the collection of data according to the frequency. This field appears on when the <b>Category</b> field is set to <b>Quantitative</b> .
Data collection	
Data owner type	<p>Type of the data owner responsible for the manual metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>User</b></li> <li>• <b>User group</b></li> </ul>
Data owner	Data owner responsible for the manual metric definition. Select a data owner from the list.
Instructions	Instructions for the data owner. Method of collection for the manual metric definition.
Approval required	<p>Option to indicate if an approval is required for the manual metric definition.</p> <p><b>i Note:</b> When the <b>Approval required</b> option is enabled, the <b>Approver type</b> and <b>Approver</b> fields are displayed.</p>
Approver type	<p>Type of the approver of the metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>User</b></li> <li>• <b>User group</b></li> </ul>

## New manual metric definition form (continued)

Field	Description
Approver	Approver user or approver group that is responsible to approve the metric definition. The choices are as follows: <ul style="list-style-type: none"> <li>• <b>Approver:</b> Displayed when the User option is selected.</li> <li>• <b>Approver group:</b> Displayed when the User option is selected.</li> </ul>
<b>Metric Properties</b>	
Type	Method used to determine if the score is collected manually or in an automated manner. The choices are as follows: <ul style="list-style-type: none"> <li>• <b>Automated</b></li> <li>• <b>Manual</b></li> </ul> Select <b>Manual</b> .
Enterprise Owner Type	Type of enterprise owner responsible for the manual metric definition. The choices are as follows: <ul style="list-style-type: none"> <li>• <b>User</b></li> <li>• <b>User group</b></li> </ul>
Direction	Direction that you want to see the metric in. The choices are as follows: <ul style="list-style-type: none"> <li>• <b>None:</b> If you don't want any change in the metric direction, select this option.</li> <li>• <b>Minimize:</b> If the desired metric direction is downward, select this option.</li> <li>• <b>Maximize:</b> If the desired metric direction is upward, select this option.</li> <li>• <b>Milestone:</b> When the metric direction isn't applicable, but the metric is tracked against a milestone, select this option.</li> </ul>
Group	Area that the metric relates to.
Reporting classification	Tag used to categorise the metric.
Due date offset	Number of days after the schedule end date when the metric data task becomes overdue. For example, if the frequency of a metric definition is monthly and if you enter 15 in this field, then the due date for metric data task will be overdue 15 days after the month ends.

## New manual metric definition form (continued)

Field	Description
Enterprise owner	Enterprise owner of the manual metric definition.
Nature	<p>Nature of the manual metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> If you don't want any change in the metric direction, select this option.</li> <li>• <b>Leading</b> (Predictive) Metric: Is predictive and helps anticipate future outcomes. In this case, the company may use a leading metric related to GHG emissions, such as the amount of energy consumed per production unit. By tracking energy consumption, the company can predict its future GHG emissions based on the energy sources used and the efficiency of its production processes. This leading metric enables the company to proactively identify areas for improvement and make informed decisions to reduce emissions.</li> <li>• <b>Lagging</b> (Measures Impact) Metric: Measures the impact of past actions or events. In our example, a lagging metric related to GHG emissions could be the total emissions produced by the company in a given year. This metric provides an assessment of the company's historical environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are needed. Lagging metrics help measure the outcomes of past actions and inform future strategies.</li> <li>• <b>Current</b> metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.</li> </ul>

## New manual metric definition form (continued)

Field	Description
Subgroup	Subgroup that the metric relates to
Key metric	Option to indicate if it's a key metric for your business.
Confidentiality	
<p><b>i Note:</b> This section only appears when:</p> <ul style="list-style-type: none"> <li>The <code>sn_grc.enable_record_confidentiality</code> property is enabled under GRC properties.</li> <li>The record is in <b>Draft</b> state.</li> </ul>	
Confidential	Option to mark the record as confidential.
Allowed users	Users who can view the record.  <b>i Note:</b> By default, the logged in user is added to the list of confidential users.
Allowed groups	Groups that can view the record.

## Create an automated metric definition

Create an automated metric definition to collect the data for a metric. A metric definition specifies the method and key properties of the metric, such as the unit, direction, or nature of the metric.

### Before you begin

Role required: `sn_grc_metric.manager`, `sn_risk.user`, and `sn_compliance.user`

### About this task

In automated metric definitions, the data is collected automatically based on the conditions that you define in the metric definition. In the conditions, you could specify the tables that are used for collecting the metric data. For example, if you want to obtain data for all the incidents logged in a particular month, you can specify the Incident table as a source for data collection.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Automated metric definitions**.
2. Click **New**.
3. On the form, fill in the fields.  
For information on the fields of the form, see [Automated metric definition fields](#).
4. Click **Save**.

**i Note:** In the new automated metric definition form, only the **Details** tab is displayed. After a new automated metric definition is created, additional related lists are displayed with the **Details** tab in the form.

**Result**

The automated metric definition is saved in the Metric definitions list.

**What to do next**

You can associate an entity type, create metrics, and add citations to the metric definition. See [Update a metric definition](#) for more information.

**Automated metric definition fields**

The fields of the automated metric definition form are explained in this topic.

**New automated metric definition form**

Field	Description
Basic details	
Name	Name of the automated metric definition. For example, Number of incidents.
Active	Option to mark the automated metric definition as active.
Description	Brief description of the automated metric definition.
Unit	Unit for the automated metric definition. You can define the units in which the data is shown.
Aggregation method	<p>The Aggregation method refers to the method used to calculate the metric data for all the entities. For example, if you have a metric that you want to measure for multiple entities such as people, departments, or regions, you might want to know how to calculate the data for each entity into a single score that represents the overall performance. Your choice of aggregation method depends on your goal of metric collection. For example, if you are interested in overall performance and want to account for differences in scale or size between entities, the sum or average may be more appropriate. If you are interested in identifying the best-performing entity, the maximum may be more appropriate, while if you are interested in identifying the worst-performing entity, the minimum may be more appropriate. The aggregation happens across time periods based on the frequency defined in the metric definition. If the frequency is monthly, the calculation will take place every month. The four choices for aggregation methods are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Sum:</b> The metric data for all entities are added together to create a single score.</li> <li>• <b>Average:</b> The metric data for all entities are averaged to create a single score.</li> </ul>

## New automated metric definition form (continued)

Field	Description
	<ul style="list-style-type: none"> <li>• <b>Maximum:</b> The highest metric data among all entities is used as the single score.</li> <li>• <b>Minimum:</b> The lowest metric data among all entities is used as the single score.</li> </ul>
Class	<p>Class to which the metric definition belongs. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>KPI:</b> Indicates how well the risk exposure is managed against objectives. Use this option to add entities and additional entities to the metric definition.</li> <li>• <b>KRI:</b> Indicates the amount of exposure to a given risk or set of risks. Use this option to add risks and risk statements to the metric definition. This option is available if the Advanced Risk plugin is activated.</li> <li>• <b>KCI:</b> Indicates the effectiveness of any controls that have been implemented to reduce or mitigate a given risk exposure. Use this option to add controls and control objectives to the metric definition. This option is available if the Policy and Compliance Management plugin is activated.</li> </ul> <p><b>Important:</b> This field appears only when the metric definition is created from the IRM suite of applications. It does not appear for Environmental, Social, and Governance Management.</p>
Precision	<p>Number of decimal places after the decimal point on a score.</p> <p>When an indicator has a Precision of 0, the indicator rounds the result to the nearest whole number. For example, if an indicator with Precision 0 calculates the values <math>7 + (5 / 2)</math>, the indicator rounds the result up to 10.</p> <p>When an indicator has a Precision greater than 0, the indicator rounds to the nearest decimal point for the given precision. For example, an indicator with Precision 1 rounds a result of 4.45 as 4.5.</p>
Frequency	Collection frequency with which the metric is executed. Indicates how often the metric

## New automated metric definition form (continued)

Field	Description
	<p>definition should collect the data. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Daily</b></li> <li>• <b>Weekly</b></li> <li>• <b>Monthly</b></li> <li>• <b>Quarterly</b></li> <li>• <b>Semi-annually</b></li> <li>• <b>Annually</b></li> </ul>
First run date	Start date for the collection frequency schedule for the automated metric definition.
<b>Data collection</b>	
Method Type	<p>Type of automated metric. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Basic:</b> Indicates using aggregation methods such as sum, average, maximum, minimum, and count distinct.</li> <li>• <b>Scripted:</b> Indicates using a script to collect the data. This option can be used when, for example, you want to collect data from multiple tables.</li> <li>• <b>External Source:</b> Indicates that the data will be collected from external sources. For example, if you want to source data about the number of employees in your organization and their gender ratio, you can obtain the information from an external source such as Workday which is an application that stores human resources data.</li> </ul> <p><b>Note:</b> If you select <b>Scripted</b>, you must save the form and select <b>Add script</b> to add your script. Only users with the <code>sn_grc_metric.developer</code> role can add scripts.</p>
Table	Table from which data is obtained for the metrics. This field only appears if the <b>Method Type</b> field is set to <b>Basic</b> .
Criteria	Condition for the record from which data is collected. Build a filter by adding conditions that contain a field, operator, and values and then click <b>Set</b> . For example, you can build a condition that you want to collect

## New automated metric definition form (continued)

Field	Description
	<p>data for only those incidents the due date for which is in the current month.</p> <p><b>Note:</b> Select a value for the <b>Table</b> field before modifying this field.</p>
Aggregate	<p>Method or the calculation used to aggregate the data from the chosen table. When an option is selected in the <b>Aggregate</b> field, a new <b>Aggregation Field</b> is displayed next to the <b>Aggregate</b> field. The <b>Aggregation Field</b> displays the selected record. The choices for the <b>Aggregate</b> field are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Count:</b> Count of the number of records that are obtained from the chosen table. For example, if you want a count of the incidents, you can select this option.</li> </ul> <p><b>Note:</b> The <b>Aggregation Field</b> is not displayed when <b>Count</b> is selected.</p> <ul style="list-style-type: none"> <li>• <b>Sum:</b> Sum of the column that is selected in the <b>Aggregation Field</b>.</li> <li>• <b>Average:</b> Average of the values of the column that is selected in the <b>Aggregation Field</b>.</li> <li>• <b>Maximum:</b> Maximum of the values of column that is selected in the <b>Aggregation Field</b>.</li> <li>• <b>Minimum:</b> Minimum of the values of the column that is selected in the <b>Aggregation Field</b>.</li> <li>• <b>Count Distinct:</b> Number of groups in the result set that is grouped by the <b>Aggregation Field</b>.</li> </ul>
Table field	<p>Column or field of the table that is selected in the <b>Table</b> field. For example, you can select the <b>Caller</b> column in the Incident table. This selection enables you to understand that which callers are associated with the Incident table and compare them with the callers of your entities.</p>

## New automated metric definition form (continued)

Field	Description
	<p><b>i Note:</b> Select a table before modifying this field.</p>
Aggregation field	<p>Column or field from the table that is selected in the <b>Table</b> field on which the aggregation must be performed.</p> <p><b>i Note:</b> This field does not appear if <b>Count</b> is selected in the <b>Aggregate</b> field.</p>
Entity field	<p>Column or field from the entity table. The entities are matched based on the field selected in the <b>Table field</b> and the field selected in the <b>Entity field</b>. This field is automatically set to <b>Applies to record</b>. In the context of the Incident table in this procedure, this field enables you to compare, for example, which particular incident has been logged by which caller.</p>
Metric Properties	
Type	<p>Method used to determine if the data is collected manually or in an automated manner. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Automated</b></li> <li>• <b>Manual</b></li> </ul> <p>Select <b>Automated</b> because the procedure is to create an automated metric definition.</p>
Enterprise Owner Type	<p>Type of enterprise owner who is responsible for the automated metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>User</b></li> <li>• <b>User group</b></li> </ul>
Direction	<p>Direction that you want to see the metric in. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> If you don't want any change in the metric direction, select this option.</li> <li>• <b>Minimize:</b> If the desired metric direction is downward or descending, select this option. For example, you want to minimize the fuel consumption.</li> <li>• <b>Maximize:</b> If the desired metric direction is upward or ascending, select this option. For example, you want to maximize</li> </ul>

## New automated metric definition form (continued)

Field	Description
	<p>the use of natural resources in your organization.</p> <ul style="list-style-type: none"> <li>• <b>Milestone:</b> When the metric direction isn't applicable, but the metric is tracked against a milestone, select this option. For example, if your organization is going to launch a new renewable energy product in the market, the upcoming launch date is considered as a milestone.</li> </ul>
Group	Area that the metric relates to. For example, the metric may be related to the area of gender diversity, energy, water consumption, and so on.
Reporting classification	Tag used to categorise the metric.
Enterprise owner	User who is the owner of the metric and is responsible for the metric. For example, for a metric such as revenue collection, the vice president or the general manager of the business unit could be the enterprise owner.
Nature	<p>Nature of the automated metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> If you don't want any change in the metric direction, select this option.</li> <li>• <b>Leading (Predictive) Metric:</b> Is predictive and helps anticipate future outcomes. In this case, the company may use a leading metric related to GHG emissions, such as the amount of energy consumed per production unit. By tracking energy consumption, the company can predict its future GHG emissions based on the energy sources used and the efficiency of its production processes. This leading metric enables the company to proactively identify areas for improvement and make informed decisions to reduce emissions.</li> <li>• <b>Lagging (Measures Impact) Metric:</b> Measures the impact of past actions or events. In our example, a lagging metric related to GHG emissions could be the total emissions produced by the company in a given year. This metric provides an assessment of the company's historical environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are</li> </ul>

## New automated metric definition form (continued)

Field	Description
	<p>needed. Lagging metrics help measure the outcomes of past actions and inform future strategies.</p> <ul style="list-style-type: none"> <li>• <b>Current</b> metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.</li> </ul>
Subgroup	Subgroup that the metric relates to.
Key metric	Option to indicate if the metric is a key metric for your business.
Confidentiality	
<p><b>i Note:</b> This section only appears when:</p> <ul style="list-style-type: none"> <li>• The <code>sn_grc.enable_record_confidentiality</code> property is enabled under GRC properties.</li> <li>• The record is in <b>Draft</b> state.</li> </ul>	
Confidential	Option to mark the record as confidential.
Allowed users	<p>Users who can view the record.</p> <p><b>i Note:</b> By default, the logged in user is added to the list of confidential users.</p>
Allowed groups	Groups that can view the record.

## Create a calculated metric definition

Create a calculated metric definition by aggregating the automatic metric definitions, the manual metric definitions, and the calculated metric definitions.

### Before you begin

Role required: `sn_esg.metric_manager`

### About this task

You can create calculated metric definitions which can be a combination of other metric definitions and use the data collected in child metric definitions to calculate and aggregate

data for complex scenarios. You can also specify the frequency and the method to aggregate the metric definitions.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Calculated metric definitions.**
2. Click **New**.
3. On the form, fill in the fields.  
For a detailed explanation of the fields, see [Calculated metric definition form](#).
4. Click **Save**.
5. To aggregate the data, select **Aggregate**.

## Result

The metric definition is saved in the Metric definitions list.

## What to do next

Specify the formula for metric calculation. Refer to [Formula building in a calculated metric definition](#).

### Calculated metric definition form

Field of the calculated metric definition form.

#### New calculated metric definition form

Field	Description
<b>Basic details</b>	
Name	Name of the calculated metric definition. For example, Number of employees.
Active	Option to mark the calculated metric definition as active.
Description	Brief description of the calculated metric definition.
Unit	Unit for the metric definition. You can define the units in which the scores are shown. The most commonly used units are provided by default.
Precision	<p>Number of decimal places after the decimal point on a score. This field is automatically set to <b>0</b>.</p> <p>When the Precision is set to 0, the result is rounded to the nearest whole number. For example, if a metric definition with Precision 0 calculates the values <math>7 + (5 / 2)</math>, the result rounds up to 10.</p> <p>When the Precision is set to greater than 0, the result is rounded to the nearest decimal</p>

## New calculated metric definition form (continued)

Field	Description
	point for the given precision. For example, Precision 1 rounds a result of 4.45 as 4.5.
Frequency	<p>Frequency for the calculated metric definition. This field indicates how often the metric definition should roll up the scores. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Daily</b></li> <li>• <b>Weekly</b></li> <li>• <b>Monthly</b></li> <li>• <b>Quarterly</b></li> <li>• <b>Semi-annually</b></li> <li>• <b>Annually</b></li> </ul>
Calculation	
Calculation level	<p>Level at which the calculation is performed. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>Metric definition:</b> If you calculate the data at the metric definition level, then the data across all child metric definitions or child metrics is used for calculation.</li> <li>• <b>Entity:</b> If you calculate data at the entity level and specify the calculation method using the formula builder, then the common entities across all the child metric definitions are matched and the data is calculated for each entity. To aggregate the data to get an overall score at the metric definition level, select <b>Entity</b>.</li> </ul>
Aggregation method	<p>Method to aggregate the metric score at the entity level. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None</b></li> <li>• <b>Sum</b></li> <li>• <b>Average</b></li> <li>• <b>Maximum</b></li> <li>• <b>Minimum</b></li> </ul> <p>This field only appears when the <b>Calculation level</b> field is set to <b>Entity</b>.</p>
Metric Properties	
Enterprise Owner Type	Enterprise owner responsible for the calculated metric definition. The choices are as follows:

## New calculated metric definition form (continued)

Field	Description
	<ul style="list-style-type: none"> <li>• <b>User</b></li> <li>• <b>User group</b></li> </ul>
Enterprise owner	Enterprise owner of the metric definition.
Direction	<p>Direction that you want to see the metric in. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None:</b> If you do not want any change in the metric direction, select this option.</li> <li>• <b>Minimize:</b> If the desired metric direction is downward, select this option. For example, if you want to minimize the carbon emission from the datacenters.</li> <li>• <b>Maximize:</b> If the desired metric direction is upward, select this option. For example, if you want to maximize the use of energy-efficient resources in your organization.</li> <li>• <b>Milestone:</b> When the metric direction is not applicable, but the metric is tracked against a milestone, select this option. For example, if your organization has a goal to use 100% renewable energy by the end of 2029, the upcoming date for the goal is considered as a milestone.</li> </ul>
Nature	<p>Nature of the calculated metric definition. The choices are as follows:</p> <ul style="list-style-type: none"> <li>• <b>None:</b></li> <li>• <b>Leading</b> (Predictive) Metric: Is predictive and helps anticipate future outcomes. In this case, the company may use a leading metric related to GHG emissions, such as the amount of energy consumed per production unit. By tracking energy consumption, the company can predict its future GHG emissions based on the energy sources used and the efficiency of its production processes. This leading metric enables the company to proactively identify areas for improvement and make informed decisions to reduce emissions.</li> <li>• <b>Lagging</b> (Measures Impact) Metric: Measures the impact of past actions or events. In our example, a lagging metric related to GHG emissions could be the total emissions produced by the company in a given year. This metric provides an assessment of the company's historical</li> </ul>

## New calculated metric definition form (continued)

Field	Description
	<p>environmental impact. By monitoring this metric over time, the company can evaluate the effectiveness of its emission reduction efforts and identify areas where further improvements are needed. Lagging metrics help measure the outcomes of past actions and inform future strategies.</p> <ul style="list-style-type: none"> <li>• <b>Current</b> metric: Monitors ongoing processes and identifies real-time improvement areas. For GHG emissions, a current metric could be the emissions intensity, which measures the emissions generated per unit of production. By tracking emissions intensity, the company can identify specific areas within its operations that contribute to higher emissions. This metric helps the company identify real-time improvement opportunities, such as optimizing energy usage, implementing energy-efficient technologies, or adopting renewable energy sources.</li> </ul>
Group	Area that the metric relates to. For example, the metric may be related to the area of energy, water emissions, and so on.
Reporting classification	Tag used to categorise the metric.
Subgroup	Subgroup that the metric relates to.
Key metric	Option to indicate if it is a key metric for your business.
Confidentiality	<p><b>i Note:</b> This section only appears if the following situations are true:</p> <ul style="list-style-type: none"> <li>• The <code>sn_grc.enable_record_confidentiality</code> property is enabled under GRC properties.</li> <li>• The record is in Draft state.</li> </ul>
Confidential	Option to mark the record as confidential.
Allowed users	<p>Users who can view the record.</p> <p><b>i Note:</b> By default, the logged in user is added to the list of confidential users.</p>
Allowed groups	Groups that can view the record.

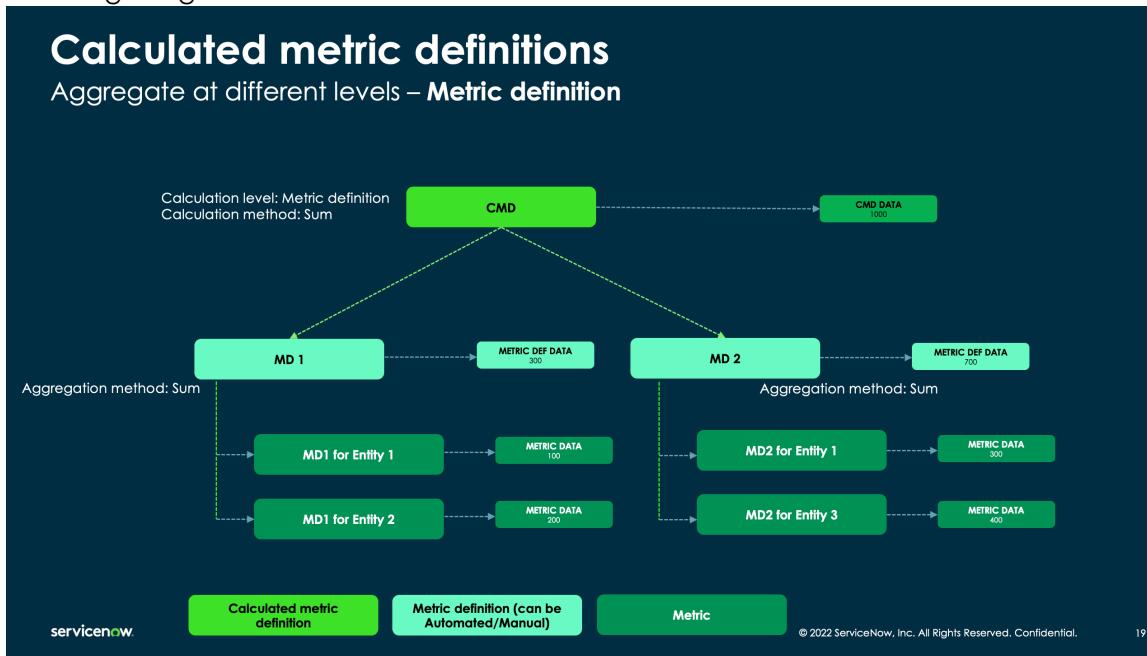
## Formula building in a calculated metric definition

In a calculated metric definition, you can create formulas to perform calculations for any data that you may require.

A formula consists of operands, operators, and functions. For example, if you want to calculate the total employee count from two metric definitions namely number of male employees and number of female employees, then the selected metric definitions are the operands and the operator is the symbol or function that performs a specific operation on the operands to obtain a result. Examples of operators include addition (+), subtraction (-), multiplication (\*), and division (/).

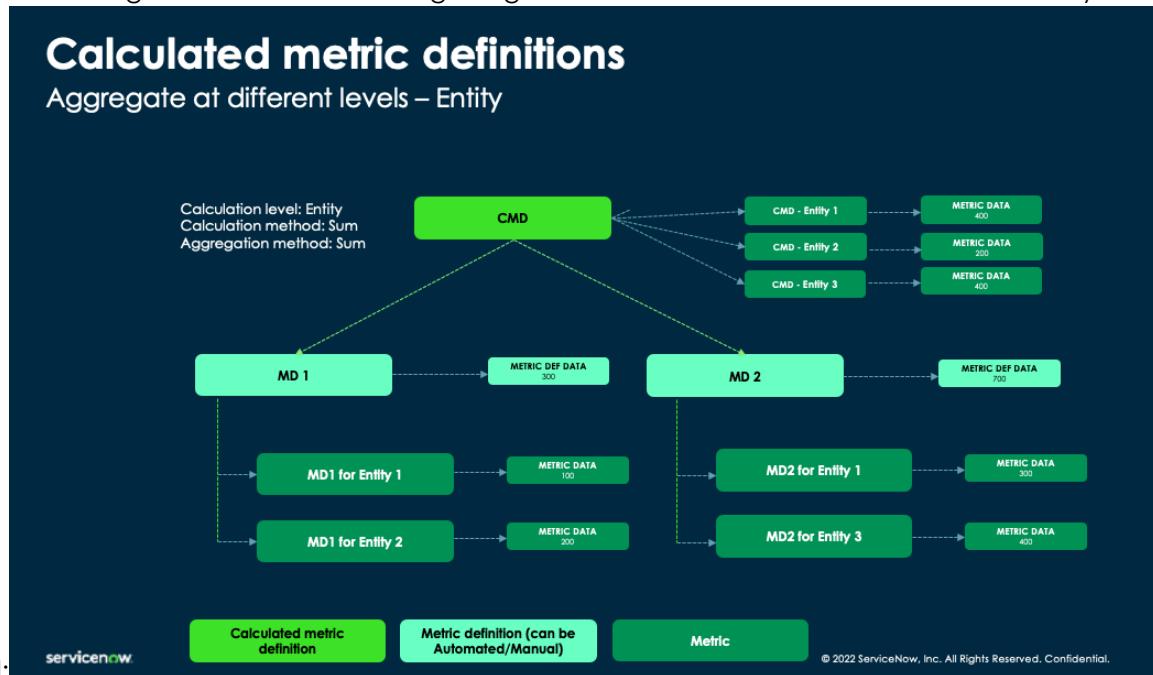
When you build a formula in a calculated metric definition, you can choose to build it at either the metric definition level or at the entity level. Before you save the calculated metric definition form and build the formula for metric definition score calculation, you must specify the calculation level in the calculated metric definition form. The two levels are as follows:

- **Metric definition:** If you select **Metric definition** in the **Calculation level** field, then the data across all child metric definitions or child metrics is used for calculation. When you select **Execute**, the formula is applied and the calculated metric definition data is generated. For more information, see [Configure the formula builder](#). The following image shows how calculation occurs at the metric definition level:



- **Entity:** If you select **Entity** in the **Calculation level** field and specify the calculation method using the formula builder, then the child metrics are created for the calculated metric definition. These metrics are created for each distinct entity that is associated with the metric definitions that have been used as operands in the formula. When you Execute the metric definition, the formula is applied and the metric data is generated. When

you Aggregate the metric definition, the metric data is aggregated and the calculated metric data is generated. The following image shows how calculation occurs at the entity



## Configure the formula builder

Specify the formula context, the tables, and the identifiers before you can build a formula.

### Before you begin

Role required: admin

### About this task

It's necessary to configure the formula builder before a formula can be built in a calculated metric definition. During configuring, you can specify the formula context, tables to use, and their conditions. In the context of ESG Management, if you build the formula at the metric definition level, you must select the metric definition table and the metric table during configuration. To build the formula at the entity level, you must select the metric definition and the emission factor table. Other applications can use the tables that are required for their use.

### Procedure

1. Navigate to **All > Formula builder > Configuration**.
2. Select **New**.
3. On the form, fill in the fields.

#### Formula builder configuration form

Field	Description
Formula context	<p>Configuration you can use to create the formula for a specific option. The available choices for ESG are as follows:</p> <ul style="list-style-type: none"> <li>◦ <b>Calculation level - entity</b></li> <li>◦ <b>Calculation level - metric definition</b></li> </ul>

Field	Description
	<b>Note:</b> Users of other applications can select different context options.
Application	Scope of the application. This field is automatically set.
Table	Tables that you want to use while building the formula.
Condition	Criteria using which the records are filtered from the selected table when building the formula. For example, you can build a condition that <b>Domain is ESG</b> .
Display field	Unique display name for the operands such as the <b>Name</b> field or the <b>ID</b> field.
Identifier	An abbreviated two-letter combination of lowercase letters that is associated with a specific table name. For example, if your table name is Hardware accessories, your identifier can be <b>ha</b> .  <b>Note:</b> Using <b>fn</b> as an identifier isn't permitted as fn refers to function.

#### 4. Select **Submit**.

#### Import a formula into a calculated metric definition

Directly import any formula that is stored in Microsoft Excel spreadsheets into a calculated metric definition. This import helps in quickly building your formula for performing calculations.

#### Before you begin

Role required: system admin

#### About this task

Sometimes, you might have a formula saved in a spreadsheet that you want to include into a calculated metric definition for use in formula building. In these instances, the formula import functionality proves beneficial. It's crucial to verify that the spreadsheet includes the following columns with precisely the same column names.

- Name
- Frequency
- Formula
- Calculation level
- Domain area

#### Procedure

1. Navigate to **All > System Import Sets > Administration > Data Sources**.
2. Select Metric definition data source.
3. Select the Manage attachment icon and upload the file that contains the formula.

4. Select the **Load All Records** related link.
5. Select **Run Transform**.
6. Select **Transform**.

## Result

The calculated metric definition becomes available with the formula in the list of all the metric definitions.

## Create a formula

Build your own formula using either entities or metric definitions.

### Before you begin

Role required: sn\_esg.program\_manager

sn\_risk.user (for Risk users).

### About this task

When creating a formula, you can utilize functions like maximum, minimum, or average, as well as operators such as +, -, /, or \* to define the method of computation. To build a formula successfully, it's important that at least one metric definition operand or an entity operand is present.

**Note:** The formula can be built using all browsers except Safari.

## Procedure

1. Navigate to one of the following locations depending on which application you're using for creating the formula.
  - **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Calculated metric definitions.**
  - **All > Risk Management > Risk Workspace > Metrics > Calculated metric definitions.**
2. Open the metric definition for which you want to build a formula and select **Build formula > Formula builder**.
3. In the formula text field, type \ to start building your formula.
4. To build the formula either at the metric definition level or the entity level, perform the following steps.
  - a. To build a formula at the metric definition level, select two metric definitions or metrics, and an operator between them.
  - b. To build a formula at the entity level, select two metric definitions or emission factors, and an operator between them.
5. To copy, reset, or preview the formula, do the following.
  - a. To copy the formula, select **Copy**.
  - b. To reset the formula to its initial state, select **Reset**.
  - c. To view the formula without any identifiers in a neat format, select **Preview**.

6. To save the formula, select **Save formula**.
7. To execute the formula, select **Execute**.  
It's important to save the formula before you execute it.
8. On the formula builder page, select **Need help?** to receive guidance on the necessary steps to build the formula.

## Update a metric definition

Update an existing metric definition to collect the new metrics. You can associate new goals, targets, and entities with the metric definition.

### Before you begin

Role required: sn\_esg.metric\_manager

### About this task

You can use the same form for updating the automated metric definition, manual metric definition, and calculated metric definition.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics**.
2. Select a metric definition from the list.
3. On the form, update the fields as necessary.

#### Update metric definitions tabs and related lists

Field	Description
Tabs and related lists	
Details tab	<p>Details of the metric, such as metric definition, metric properties, method, and schedule in the automated metric definition.</p> <p>Details of the metric, such as collection method, schedule, data collection details, approval in the manual metric definition.</p> <p>Details of the metric, metric properties, and roll up properties in the calculated metric definition. The fields on the Details tab are explained in the Metric definition forms.</p>
Entity type	<p>Details of the entity type to be associated with the metric. For example, provides the name, description, and conditions, such as active, need update, and processing entities. To add a new entity type, click <b>Add</b>.</p>

Field	Description
	<p><b>i Note:</b> The Entity type related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.</p>
Additional entities	<p>Additional entities that can be associated with the metric definition. Provides details, such as name, owned by, class, and compliance score in percentage (%). To add new entities, click <b>Add</b>.</p> <p><b>i Note:</b> This related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.</p>
Child Metric Definition	<p>Child metric definition associated with the parent metric definition. Displays the details such as name, frequency, and description of the child metric definition. To add a new child metric definition, click <b>Add</b>.</p> <p><b>i Note:</b> This related list is displayed only for the calculated metric definition. It isn't displayed for the automated metric definition and the manual metric definition.</p>
Metrics	<p>Details of the metrics, such as name, associated entity, and active state of the metric. To add a new metric, click <b>New</b>.</p>
Citations	<p>Details of the citations such as reference, name, authority document, description, and compliance score in percentage (%). To add a new citation, click <b>Add</b>.</p>
Goals	<p>Details of the goals, such as name, state, category, start date, end date, owner, and status. To add a new goal, click <b>Add</b>.</p>
Targets	<p>Details of the target, such as name, owner, state, status, progress, actual value, target value, and end date. To add a new target, click <b>Add</b>.</p>
Metric definition data	<p>Details of the metric definition data, such as collection frequency, collection definition, interval end date, value, and state.</p>

Field	Description
	<p><b>i Note:</b> This related list is displayed only for an automated metric definition and a manual metric definition. It isn't displayed for the calculated metric definition.</p>
Calculated metric data	<p>Details of the calculated metric data, such as interval end date, roll up frequency, and value.</p> <p><b>i Note:</b> This related list is displayed only for the calculated metric definition. It isn't displayed for the automated metric definition and the manual metric definition.</p>

4. To save the metric definition, click **Save**.
5. To calculate the calculated metric data for the calculated metric definition, click **Aggregate**.  
The **Aggregate** action calculates the calculated metric data for the current interval end date and roll-up frequency to its parent metric definition. The calculated metric data record is displayed under the calculated metric data related list. A calculated metric definition score is created if it doesn't exist for the current interval.
6. To delete the metric definition, click **Delete**.
7. To visually explore the 360° relationship view of the metric definition, click **360° view**.

## Create a metric

Create a metric to perform calculations on your data.

### Before you begin

Role required: sn\_esg.metric\_manager

### About this task

To create a metric, you need a metric definition and an entity. A metric definition defines the method for collecting the score for an entity. When a metric definition gets associated with an entity, it creates a metric.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics**.
2. Click **New**.
3. On the form, fill in the fields.

### New metric form

Field	Description
Name	Name for the metric. For example, Number of incidents- ACME Asia.

Field	Description
Description	Brief description of the metric.
Metric definition	Metric definition associated with the metric.
Entity	Entity associated with the metric.
Enterprise Owner Type	Enterprise owner type who is responsible for the metric. This field is automatically set.
Type	Type of the automated metric definition. This field is automatically set.
Active	Option to mark the metric definition as active.
Key metric	Option to mark the metric definition as a key metric.
Enterprise owner	Enterprise owner of the metric definition. This field is automatically set.
Metric Properties	
Direction	Direction of the metric definition. This field is automatically set.
Precision	Precision for the metric definition. This field is automatically set.
Unit	Unit for the metric definition. This field is automatically set.
Nature	Nature of the metric definition. This field is automatically set.
Method	
Table	Table that is queried for creating the metric definition. This field is automatically set.
Criteria	Conditions for querying the table. This field is automatically set.
Aggregate	Method to aggregate the metric definition. This field is automatically set.
Reference field	Reference field for the metric definition method. This field is automatically set.
Schedule	
Schedule	Collection frequency for the metric definition. This field is automatically set.
Next run date	Date for the next run time. This field is automatically set.
Data Collection Details	
Data owner type	Data owner type, such as User.
Data owner	Name of the user as the data owner.
Approval	

Field	Description
Approval required	Option to be enabled if an approval is required.
Classification	
Group	Area that the metric relates to.
Reporting classification	Tag used to categorise the metric.
Subgroup	Subgroup that the metric relates to.
Security	
<p><b>i Note:</b> This section only appears when:</p> <ul style="list-style-type: none"> <li>◦ The <code>sn_grc.enable_record_confidentiality</code> property is enabled under GRC properties.</li> <li>◦ The record is in <b>Draft</b> state.</li> </ul>	
Allowed users	Users who can view the record.
<p><b>i Note:</b> By default, the logged in user is added to the list of confidential users.</p>	
Allowed groups	Groups that can view the record.

#### 4. Click **Save**.

**i Note:** After a new metric is created, the related lists along with the **Details** tab are displayed on the form. You can view the metric data overview in the **Overview** tab. The Metrics overview page displays the metrics data details when you execute a metric along with the duration for which the data is collected.

#### Result

The metric is saved in the Metrics list.

### Create a threshold for a metric

Create thresholds such as amber threshold and red threshold for metrics and metric definitions. Thresholds refer to predetermined values used to assess the performance of a metric. These thresholds are typically defined based on specific criteria or objectives and serve as reference points to determine whether the measured value or performance meets, exceeds, or falls below the desired level.

#### Before you begin

Role required: en\_esg.metric.admin

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics**.
2. Open the quantitative metric definition for which you want to add thresholds.
3. Select the Thresholds related list.

- a. Select **New**.
- b. On the form, fill in the fields.

#### Metric definition threshold form

Field	Description
Threshold type	Type of threshold. The choices are the following. <ul style="list-style-type: none"> <li>▪ Static: A static threshold for a metric or a metric definition refers to a fixed value used as a limit for tracking a metric.</li> <li>▪ Dynamic: Dynamic thresholds are specified in percentages. This means that the percentage variance is calculated based on two factors: direction and the previous data</li> </ul> For more information, see <a href="#">Thresholds for metrics</a>
Amber threshold	Percentage value that signifies moderate change in the variance of target value.
Valid from	Date the data is valid from.
Target value	Previous data against which the percentage variance is compared.
Red threshold	Percentage value that signifies critical change in the variance of target value.
Valid until	Date the data is valid until.

4. Select **Submit**.
5. To copy the thresholds to the metrics, select **Copy threshold**.

#### Create a metric unit

Define the units in which the metric scores are displayed. The units can be numbers, percentages, currencies, quantities of time, or any other unit that you define. The commonly used units are provided with the ESG Management application by default.

#### Before you begin

Role required: sn\_esg.metric\_manager

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Units**.
2. Click **New**.
3. On the form, fill in the fields.

## New unit form

Field	Description
Name	Name of the unit. For example, Megawatt-hour.
Format	Format of the unit. For example, { 0 } MWh gives you the number of Megawatt-hours with the abbreviation MWh.
Unit family	Family to which the unit belongs. For example, Gallon can be associated with the Volume unit family.

4. To save the metric unit, click **Save**.

### Result

The metric unit is saved in the Units list.

## Create a unit family

Create a unit family to group similar units together. For example, the various units of distance such as miles and kilometers can be grouped. Unit families help you to organize units during unit conversion.

### Before you begin

Role required: sn\_esg.metric\_manager

### About this task

Creating unit families also supports conversion of units. Sometimes, the unit in which metric data is entered may be different from the reporting unit of the metric definition. In such cases, the units must be converted. For example, the metric data may be entered in US gallons and the reporting unit in the metric definition is Liters. If US gallon and liters belong to the same unit family such as Volume, you can convert the units.

Various formulas are used to convert different units. If the reporting unit of a metric definition belongs to a unit family that has the conversion factor as **Calculated**, then the metric data tasks for that metric must be provided in the same unit as the metric definition. For example, if the reporting unit for temperature in a metric definition is Celsius, and if the conversion factor of temperature is set to **Calculated**, then all the metric data tasks for that metric definition can only be provided in Celsius. In such cases, users can specify the formula that must be used for the conversion. For more information see, [Configure the formula builder](#)

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration > Unit family**.
2. Select **New**.
3. On the form, fill in the fields.

## Unit family form

Field	Description
Name	Name of the unit family. For example, Temperature.

Field	Description
Conversion factor	<p>Conversion factor that must be applied when converting units from the family. The choices are as follows:</p> <ul style="list-style-type: none"> <li>◦ <b>Direct:</b> Use this option if the conversion of the units in the family can be done directly. For example, you can convert kilometers to miles using direct conversion.</li> <li>◦ <b>Calculated:</b> Use this option if the conversion formulas are complex. For example, to convert temperatures in degrees Celsius to Fahrenheit, the formula is <math>^{\circ}\text{F} = ^{\circ}\text{C} \times (9/5) + 32</math>.</li> </ul>

#### 4. Select **Submit**.

### Convert metric data to a different unit

Convert any metric data into a preferred reporting unit.

#### Before you begin

Role required: sn\_esg.program\_manager

#### About this task

The preferred reporting unit for any data is specified in a metric definition. When users enter the data in a metric data task, they may do so in a unit that is different from the unit set in the metric definition. For example, a user may enter data about water usage in liters but the organization needs the report in US gallons. And therefore, the metric definition is also set to gallons. In this case, liters must be converted to US gallons.

**Note:** In the metric data task, only those units that belong to the same unit family are available for the data. Unit conversion only applies to units that have the unit family conversion factor set to **Direct**.

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration > Unit Conversions**.
2. Select **New**.
3. On the form, fill in the fields.

#### Unit conversion form

Field	Description
Name	Name of the unit conversion. For example, Litres to gallons.
From unit	Unit to convert.
To unit	Unit to convert to.
Unit family	Unit family to which the unit belongs. For example, <b>Volume</b> .

Field	Description
Value	Conversion value. For example, the conversion value from liters to gallons is 0.264172.

4. Select **Submit**.

## Using GRC: Metrics to provide data

Using the GRC: Metrics application you can track your business goals, define your key risk indicators (KRIs) and key performance indicators (KPIs), and generate reports for the management to provide insights into the progress.

### Update a metric

Update a metric to add goals, metric data, and targets. Associate citations to the metric.

#### Before you begin

Role required: sn\_esg.metric\_manager

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics**.
2. Select a metric from the list.
3. On the form, update the fields as necessary.

#### Update metric tabs and related lists

Field	Description
<b>Tabs</b>	
Name	Name for the metric. For example, Number of incidents- ACME Asia.
Description	Brief description of the metric.
Metric definition	Metric definition associated with the metric.
Entity	Entity associated with the metric.
Enterprise Owner Type	Enterprise owner type who is responsible for the metric. This field is automatically set to display the enterprise owner type.
Type	Type of the automated metric definition. This field is automatically set.
Active	Option to mark the metric definition as active.
Key metric	Option to mark the metric definition as a key metric.
Enterprise owner	Enterprise owner of the metric definition. This field is automatically set.
<b>Metric Properties</b>	

Field	Description
Direction	Direction of the metric definition. This field is automatically set.
Precision	Precision for the metric definition. This field is automatically set.
Unit	Unit for the metric definition. This field is automatically set.
Nature	Nature of the metric definition. This field is automatically set.
Method	
Method Type	Type of method used to collect the metric data.
Table	Table that is queried for creating the metric definition. This field is automatically set.
Criteria	Conditions for querying the table. This field is automatically set.
Aggregate	Method to aggregate the metric definition. This field is automatically set.
Reference field	Reference field for the metric definition method. This field is automatically set.
Schedule	
Schedule	Collection frequency for the metric definition. This field is automatically set.
First run time	Date for the first run time. This field is automatically set.
Next run time	Date for the next run time. This field is automatically set.
Data Collection Details	
Data owner type	Data owner type such as User.
Data owner	Name of the user as the data owner.
Approval	
Approval required	Option to be enabled if an approval is requested for the metric.
Metric data tasks tab	Information about the metric data task, such as name, number, assigned to, priority, and state.
Related lists	
Goals	Details of the goals associated with the metric, such as name, state, category, start date, end date, owner, and status. To add a new goal, click <b>Add</b> .

Field	Description
Metric data	<p>Details of the metric data such as start date, end date, value, collector metric data, collection frequency, and type.</p> <p>Start date: The start date is the date the data collection begins.</p> <p>End date: The end date is the end of the period date that determines the interval for which the score is calculated. The end date depends on the frequency of the metric definition. The end date is used for tracking the scores. Every score is time-dependent and it has a reference to the interval end date.</p> <p>Collection frequency: The options in the collection frequency field are:</p> <ul style="list-style-type: none"> <li>◦ Daily: Score that gets created for each day.</li> <li>◦ Weekly: Score that gets created by the end of the week date (Sunday). Monday is the start of the week and Sunday is the end of the week.</li> <li>◦ Monthly: Score that gets created by the end of the month.</li> <li>◦ Quarterly: Score that gets created by the end of the quarter. For example, Q1 ends on March 31, Q2 ends on June 30, Q3 ends on September 30, and Q4 ends on December 31 in a year.</li> <li>◦ Semi-annually: Score that gets created by the end of the 6-month period. The end date for the semester is June 30 and December 31 in a year.</li> <li>◦ Annually: Score that gets created by the end of the year. The end date for the year is December 31.</li> </ul>
Targets	<p>Details of the targets associated with the metric, such as name, state, owner, start date, end date, type, and measure. To add a new target, click <b>Add</b>.</p>
Citations	<p>Details of the citations, such as reference, name, authority document, description, and compliance score percentage (%). To add a new citation, click <b>Add</b>.</p>

4. To save the metric, click **Save**.

5. To delete the metric definition, click **Delete**.

6. To execute the metric, click **Execute**.

A metric data score is created if it doesn't exist for the current interval. Re-executing a metric or a metric definition for the current interval only updates the score.

7. To visually explore the 360° relationship view of the metric definition, click **360° view**.

## Provide data for a metric data task

Use the metric data task to provide data for a manual metric. Metric data helps you analyze your progress towards your goals.

### Before you begin

Role required: sn\_esg.data\_owner

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > My metric data tasks**.
2. Open the task for which you want to provide the data.
3. Select **Move to In Progress**.
4. On the Metric information form, under the Metric input section, fill in the following fields.

Field	Description
Metric data	Value for the metric. This field appears only when <b>Quantitative</b> is selected in the <b>Category</b> field in the metric form.
Unit	Unit of the data. For example, US gallon.  <b>i Note:</b> You can provide the data in any unit and it gets converted to the reporting unit specified in the metric definition.
Response	Response for the metric. This field appears only when <b>Qualitative</b> is selected in the <b>Category</b> field in the metric form.
I certify and acknowledge that the response I have submitted is accurate.	Option to certify data accuracy.
Additional comments (Customer visible)	Additional information for the metric data.

5. Select **Save**.

6. To provide evidence or supporting information, in the Related documents, related list, select **New**.
7. On the Related Document form, fill in the fields.

### Related Document form

Field	Description
Name	Provide a name for the supporting information.

Field	Description
Url	Select the lock icon to add a supporting URL.
Metric data task	This field is automatically set to the name of the metric data task for which you are providing information.

## 8. Select **Submit**.

### Provide responses for multiple metrics

Use the metric tasks module to provide responses for multiple metrics in an easy-to-use format.

#### Before you begin

Role required: sn\_esg.data\_owner

#### About this task

As a data owner, you have to provide data or responses for multiple metric data tasks. The data that you provide comes from multiple sources and there can be multiple data owners. In such a scenario, it's hard to maintain the audit trail for data input. The metric tasks module enables you to provide data for multiple metric data tasks. Use the filters to select the metric group for which you want to provide data. You can view the responses that you've entered, submitted, and also if the dates for data or for response submission are overdue. You can only provide metric data responses for tasks that aren't in the Closed state.

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace**.
2. Select the Metric data table icon ().
3. From the Metric group list, select the metric group for which you want to provide data.  
Only those Groups which have open metric data tasks appear in the filter.
4. Double-click the cell for the entity in which you want to provide data.
5. Select the **I certify and acknowledge that the response I have submitted is accurate** option.
6. Select **Save**.  
Perform this step for each cell for which you want to provide data. You can scroll the cells to provide responses for all the tasks.
7. Select the tasks for which you want to submit the responses.

Operating system	Keys
If you're a macOS user	Press the Command key and then click the cell to select.
If you're a Windows user	Press the Control key and then click to select the cell in focus.

8. To provide any evidence for the data that you've entered, select the **Attachments and links** tab on the Contextual side panel and add the links and attachments as required.
9. Select **Submit**.

## Review a metric data task

Review a metric data task and then either approve or reject the task based on your review.

### Before you begin

Role required: sn\_esg.reader

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace**.
2. Select the Metric data table icon (



).
3. Review the metric data tasks and perform one of the following actions.

Choice	Action
Reject	<ul style="list-style-type: none"> <li>a. Select the cell for which you want to reject the data.</li> <li>b. Select <b>Reject</b> and provide your reason for rejection.</li> </ul> <p><b>Note:</b> You can select only one cell at a time to reject the metric data.</p>
Approve	<ul style="list-style-type: none"> <li>a. Select the cell for which you want to accept the data.</li> <li>b. Select <b>Accept</b>.</li> </ul> <p><b>Note:</b> You can select multiple cells at a time to accept the metric data.</p>

## Override metric data

Modify or override the metric data if the metric data provided by the data owner is inaccurate.

### Before you begin

Role required: sn\_esg.admin

### About this task

After a metric data task is closed, the ESG administrator can modify the metric data as needed. The administrator must also provide a valid justification for modifying the data.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > List > Metrics > My metric data tasks**.
2. Open the record you want to modify.
3. On the Metric information form, under the Metric input section, select the **Override Metric Data** option.
4. In the **Overridden metric data** field, provide a new value.
5. In the **Justification** field, provide a valid justification for overriding the data.

6. In the **Additional comments** field, provide additional comments, if any.

7. Select **Save**.

### Result

The metric data task value is overridden and the same value is updated in the metric data.

## Override metric data task response

As a metrics administrator, if the response provided for a quantitative metric must be modified, you can edit the data and provide a justification for the modification.

### Before you begin

Role required: admin

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Metrics > Metric data tasks**.
2. Open the task for which you want to edit the data.
3. Under the Metric input section, select the **Override Response** option.
4. In the **Overridden response** field, provide the new response.
5. In the **Justification** field, provide a justification for overriding the previous data.
6. In the **Additional comments** field, provide any additional comments that you have.
7. Select **Save**.

## Create a grouping for metric definitions

Create a group and a subgroup for similar metric definitions. Creating these groups facilitates easy reporting and tracking. You can set the values for the group and the subgroup through choices.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

If you have many metric definitions that are similar, then you can create groups and or subgroups for those metric definitions. For example, Scope 1, Scope 2, and Scope 3 are all different types of emissions but they can be grouped together under one group titled Emissions and a subgroup titled Greenhouse gas emissions.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Administration > Choices**.
2. Select **New**.
3. On the form, fill in the fields.

## GRC Choice table

Field	Description
Set	Area where you want to create the choice. This field is set to <b>ESG Metrics</b> . You can modify this field.
Name	Name of the choice. For example, Emissions.
Reporting classification	Tag under which the metric definition and metric is categorized. For example, <b>GRI</b> , <b>SASB</b> , or <b>Steering Committee Review</b> .
Choice category	Classification of the choice. Example, groups, subgroups, labels.
Order	Order of the metric definition within the sub-group. By default, the order can be given from 100, 200, and so on as they are added to the group and sub-group.
Parent	Parent choice.

## Result

The grouping is ready to be used in the metric definition form under the Classification section.

## Create a unique metric definition name

Specify the value formula in the sn\_grc\_metric\_definition in the required record table to create unique metric definition names to import data from an external source such as Watershed spreadsheets.

### Before you begin

Role required: sn\_grc\_metric.admin

### About this task

Any external source that contains data must be imported into the metric definitions and each metric definition must have a unique name. The metric definition name can either use a single column from the spreadsheet or it can be a combination of multiple columns. This procedure uses the Watershed Integration for ESG and the sn\_grc\_metric\_definition table as an example. You can specify the formulae in the sn\_grc\_metric\_definition table to create the unique metric definition names. The same procedure can be repeated for the other tables as well. The following tables are installed by default.

- sn\_grc\_profile
- sn\_grc\_profile\_type
- sn\_grc\_metric\_definition

The following image shows the string and value columns from a sample spreadsheet.

### Value formula combinations

	A	B	C	D	E	F	G
1	year	String	ghg_protocol_category	business_category	location	Sum of kgo2e	Sum of renewable KW
2	2020		1 Scope 1	offices	Adelaide, AU	1223.68333	-
3	2020		1 Scope 1	offices	Arlington, US	1115.097139	260057.3277
4	2020		1 Scope 1	offices	Augsburg, DE	265093.8515	-
5	2020		1 Scnre 1	offices	Aurora, US	6857.805272	8911.607406

## Procedure

1. Navigate to **All > Metrics > Metric Integrations**.
2. Select **Watershed Integration**.
3. In the Data Mappings section, select the data mapping for which you want to specify the formula.
4. On the Required Records form, in the Value Formulas section select **New**.
5. On the form, fill in the fields.

### Value Formula form

Field	Description
Source table.	Name of the source table. This field is automatically set to <b>Watershed Data [sn_esg_watershed_data]</b> .
Required record	<p>Name of the table being modified.</p> <p><b>i Note:</b> In this procedure, the example used is the sn_grc_metric_definition table.</p>
Column	Column containing GHG protocol category.
Format	<p>Format of the name. The choices are as follows</p> <ul style="list-style-type: none"> <li>◦ <b>String:</b> Use this option to specify a text string.</li> <li>◦ <b>Value:</b> Use this option to use any value of the column.</li> <li>◦ <b>String+Value:</b> Use this option prepend text to beginning of column value.</li> <li>◦ <b>Value+String:</b> Use this option to append text to end of column value. Specify the text in the <b>String</b> field.</li> </ul>
String	Text to use in the format.
Sequence	<p>Specify the sequence of the formula.</p> <p>Multiple value formula under same required record will be concatenated following the sequence specified.</p>

6. Select **Submit**.

## Metric and metric definition overview pages

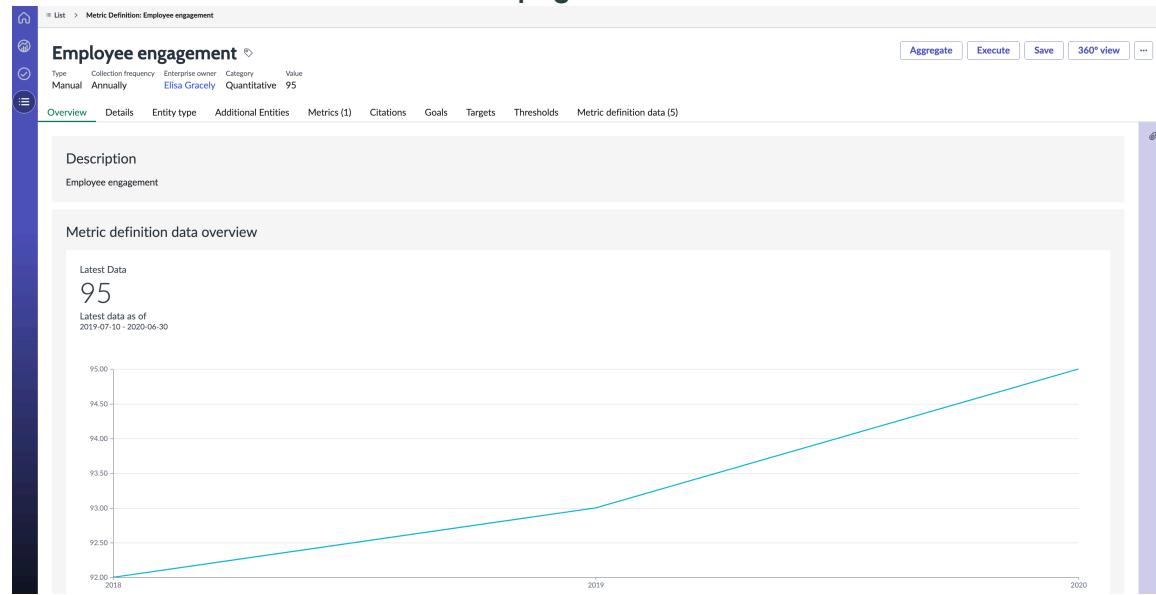
The metric and the metric definition overview pages provide visualization for the metric trends and help you to monitor the tasks and activities that need attention.

The overview pages are available for the following.

- Quantitative automated, manual, calculated metric definition
- Qualitative metrics

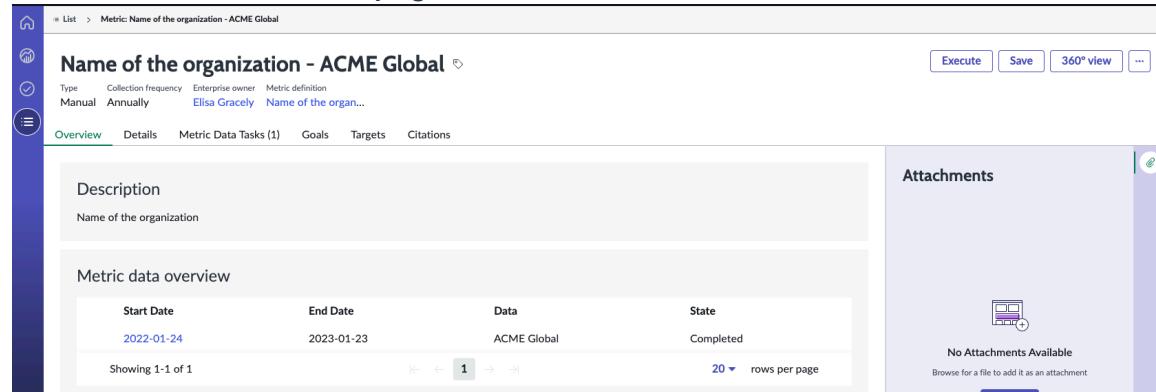
The overview pages display the latest data in the form of lists and charts only when the latest metric data tasks are closed. Charts are displayed for quantitative metric definitions and lists are displayed for qualitative metrics. For qualitative metric definitions, only the description of the metric definition appears on the overview page. The data displayed shows the start date and the end date of the data collection period. The following image shows the overview page for an automated metric definition.

### Quantitative metric definition overview page



The following image shows the qualitative metric overview page with the data start date and end date.

### Qualitative metric overview page



## Qualitative metric definition

The screenshot shows a ServiceNow interface for a 'Qualitative metric definition'. The title is 'Approach to Stakeholder Engagement'. Key details include:

- Type: Qualitative
- Collection frequency: Annually
- Enterprise owner: Oliver Jones
- Category: Qualitative

The 'Overview' tab is selected. In the 'Description' section, it states: 'The organization shall describe its approach to engaging with stakeholders, including i. the categories of stakeholders it engages with, and how they are identified; ii. the purpose of the stakeholder engagement; iii. how the organization seeks to ensure meaningful engagement with stakeholders.'

## GRG: Metrics reference

Several properties, tables, and roles are installed with the GRG: Metrics application.

### Components installed with the GRG: Metrics application

When the ESG Management application is activated, the GRG: Metrics application is automatically installed. The GRG: Metrics application adds several tables, properties, and roles that are listed here.

### Roles installed

The following roles are installed with the GRG: Metrics application.

#### Roles installed with the GRG: Metrics application

Role	Description	Contains
sn_grg_metric.admin	<p>This role is the admin role for the application. This role can do the following:</p> <ul style="list-style-type: none"> <li>• Create, read, write, and delete metric definitions, metrics, and metric units.</li> <li>• Override the results in metric data tasks.</li> <li>• Read metric data.</li> <li>• Create schedule.</li> </ul>	sn_grg_metric.manager
sn_grg_metric.manager	<p>Enterprise owner and approver role for the application. This role can do the following:</p> <ul style="list-style-type: none"> <li>• Create, read, write, and delete material topics, goals, targets, metric definitions, metrics, citations, and metric units.</li> </ul>	sn_grg_metric.user

## Roles installed with the GRC: Metrics application (continued)

Role	Description	Contains
	<ul style="list-style-type: none"> <li>Override the results in metric data tasks.</li> <li>Read metric data, metric data tasks, disclosures, and authority documents.</li> </ul> <p>If there's an integration with Project Portfolio Management</p> <ul style="list-style-type: none"> <li>Create, read, and write, projects and programs</li> <li>Delete projects and programs</li> </ul> <p>If there's an integration with Integrated Risk Management, this role can do the following:</p> <ul style="list-style-type: none"> <li>Create, read, write, and delete control objectives, controls, risk statements, and policies.</li> <li>Read risks and issues.</li> </ul>	
sn_grc_metric.user	This role is a read-only role. Users with this role can't create, edit, or update any metric definitions or metrics	None
sn_grc_metric.developer	User with this role can edit the script in automated metric definition.	None

## Tables installed

The following tables are installed with the GRC: Metrics application.

### Tables installed with the GRC: Metrics application

Name	Description
Base Metric Definition (sn_grc_metric_base_definition)	Base table for all metric definitions.
Calculated Metric Definition (sn_grc_metric_composite_definition)	Calculated metric definitions that are used to aggregate data for two or more metric definitions.

**Tables installed with the GRC: Metrics application (continued)**

Name	Description
Metric Definition (sn_grc_metric_definition)	Metric definitions that are used to define automated and manual metrics.
Metric (sn_grc_metric_metric)	Metric instances that are generated when a metric definition is applied to an entity.
Metric Unit (sn_grc_metric_unit)	Unit for a metric definition or metric.
Parent Data (sn_grc_metric_parent_data)	Parent table for metric data.
Metric definition data (sn_grc_metric_collector_data)	Data for automated and manual metric definitions.
Metric Data (sn_grc_metric_metric_data)	Data for metric instances.
Metric Data Task (sn_grc_metric_data_task)	Task to collect data for manual metrics.
Entity type to Metric Definition (sn_grc_metric_m2m_definition_profile_type)	Association between Entity type and Metric definition.
Entity to Metric Definition (sn_grc_metric_m2m_definition_profile)	Association between Entity and Metric definition.
Metric to Calculated Metric Definition (sn_grc_metric_m2m_metric_composite_definition)	Association between Metric and Calculated Metric definition.
Child Metric Definition (sn_grc_metric_m2m_metric_definition)	Association between Metric and Metric definition.
Control objective to Metric Definition	Association between Control objective and Metric definition.

## Tables installed with the GRC: Metrics application (continued)

Name	Description
sn_grc_metric_m2m_definition_control_objective	
Control to Metric Definition	Association between a control and a metric definition
sn_grc_metric_m2m_definition_control	
Unit family	A unit family to group similar units together.
sn_grc_metric_unit_family	
Unit conversion	Convert any metric data into a preferred reporting unit.
sn_grc_metric_unit_conversion	
Metric to Calculated Metric Definition	Association between a metric and calculated metric definition.
sn_grc_metric_m2m_metric_composite_definition	
Metric data process queue	Indicates the metric definitions that are in the queue for refreshing the data for calculated metric definitions or updating the entity hierarchical data for all the types of metric definitions.
sn_grc_metric_data_process_queue	
Metric data by entity	Includes data for entities in metric definition and aggregated data for its parent entities defined in the entity hierarchy.
sn_grc_metric_data_by_entity	
Time dimension	Includes date, week, quarter, month, semi_annual, year for each day in the year.
sn_grc_metric_time_dimension	

## Scheduled jobs

The scheduled jobs installed with the GRC: Metrics application run automatically at a specific time or schedule. Scheduled jobs can be set up to perform a wide variety of tasks such as running reports or data exports on a regular schedule.

### Scheduled jobs installed with GRC: Metrics

Name	Description
Aggregate metric definitions	This job is executed every 30 minutes. It pulls all types of metric definitions data which are active and have the state as <b>Pending</b> . It updates the "state" and "value" for each metric definitions data based on the aggregation of its corresponding metric data for that period.

## Scheduled jobs installed with GRC: Metrics (continued)

Name	Description
CMD validity check	This job is executed once everyday at 12AM. For Each calculated metric definition, it updates the "status" to valid/invalid and the "notes" based on its duplicate child metric definitions and child metrics.
Execute calculated metric definitions	This job is executed for each calculated metric definition for both the entity level as well as the metric data definition level and updates with the calculated value.
Execute metrics	This job is executed daily once at 4:30PM. This executes for each metric definition and its metrics that create metric data and the metric data task if it does not exists for that period.
Generate metric data by entity	This job runs daily to do entity hierarchy rollup for all the metric definitions.
Generate time dimensions	This job runs on first day of every year and creates time dimensions for that year.

## Properties installed

### Properties installed with GRC: Metrics

Name	Description	Default value
sn_grc_metric.metric_data_due_date_schedule	\$specifies schedule to be used for due date calculation	08fcd0830a0a0b2600079f56b1adb9ae
sn_grc_metric.all_words	Is used to replace all comma separated defined string in value to 'All' while importing metric data using Metric Integration.	(blank), blank, na, all, empty, (empty)

## Using ESG Management

By using the ESG Management application, you can import citations from various frameworks and create disclosures.

Using the ESG Management application, you can perform the following tasks:

- Set up the ESG program with all the material topics, goals and targets, activities and emission factors.
- Define metrics to start collecting data, both automatically and manually, for the entire ESG program across the enterprise.

- Create disclosures for internal and external stakeholders.
- Use content packs such as Global Reporting Initiative (GRI) Content Accelerator for ESG or Sustainability Accounting Standards Board (SASB) for ESG frameworks.

## Disclosures in ESG Management

An ESG disclosure refers to the practice of companies and organizations providing information and reports on their environmental, social, and governance (ESG) performance. These disclosures are designed to offer insights into how a company manages and addresses various ESG-related issues. Users with the sn\_esg.reporting\_disclosure\_manager role are responsible to manage the disclosure reports.

### Importance of ESG disclosures

ESG disclosures are important for several reasons.

- Transparency and accountability: ESG disclosures enhance transparency, allowing stakeholders such as investors, customers, employees, and the public to understand a company's performance in key ESG areas. This transparency fosters accountability and trust.
- Risk management: Companies that disclose ESG information can better identify and manage potential risks associated with environmental, social, and governance factors. This is crucial for long-term sustainability and resilience.
- Investor decision-making: Investors are increasingly considering ESG factors in their decision-making processes. ESG disclosures provide investors with information to assess a company's sustainability, ethical practices, and long-term viability.
- Corporate reputation: Positive ESG performance can enhance a company's reputation and brand value. Conversely, poor ESG practices can lead to reputational damage, affecting customer and investor confidence.
- Regulatory compliance: In some regions, there are regulatory requirements for companies to disclose ESG information. Compliance with these regulations is essential to avoid legal and financial consequences.
- Stakeholder engagement: ESG disclosures facilitate communication with various stakeholders by demonstrating a company's commitment to responsible business practices. Engaging with stakeholders on ESG issues can lead to improved relationships and collaboration.

### Narrative disclosures

Starting with version 18.0.3, all new users of ESG Management have access to only narrative disclosures. Narrative disclosures refer to disclosures that are created using the Microsoft 365 for ServiceNow Reporting add in. When you create a narrative disclosure, you have the option to store the disclosure either on Microsoft OneDrive or on your local system. The document that is generated when you create a narrative disclosure can be opened using Microsoft Word and the data points that are configured can be inserted in the document using the ServiceNow Reporting add-in. If there is any change in the data that is inserted, an email is automatically sent to the owners of the disclosure data notifying them that the data has changed and that they must refresh the Microsoft Word document.

In a narrative disclosure, multiple collaborators can contribute to create the disclosure. You can also define templates for each type of disclosure report. Refer to [Types of disclosure reports](#) to understand each report type. Each disclosure can be approved by one or more approvers.

When generating a disclosure, it is important to note that the automatically generated document is considered the primary document. Additionally, you have the option to attach secondary documents as part of the disclosure process.

To create narrative disclosures, you must install and activate the sn\_docs\_onedrive plugin and the com.snc.word\_doc\_api plugin.

## Data disclosures

Data disclosures is an existing disclosure capability to create disclosures and export data used in the disclosures in excel format. Data disclosures are available to users who are on versions prior to version 18.0.3. For more information on data disclosures including their creation and updates, refer to <https://docs.servicenow.com/bundle/vancouver-environmental-social-governance/page/product/esg-management-reporting/concept/esg-disclosures.html>.

You can download the disclosures in an Excel format from the overview tab in the ESG Workspace.

## Types of disclosure reports

The ESG Management application provides the multiple types of disclosures reports and each type is used for a specific purpose.

The ESG Management application supports the following types of disclosures reports.

- **Annual report:** An annual report is a comprehensive document that companies publish at the end of each fiscal year to communicate their financial performance and overall business activities to shareholders and other stakeholders. It typically includes financial statements, management discussions and analysis, corporate governance information, and may also touch upon sustainability and ESG matters.
- **ESG report:** An ESG report, also known as a sustainability report or corporate social responsibility (CSR) report, focuses specifically on a company's environmental, social, and governance performance. It provides detailed information on the company's efforts, initiatives, and performance related to sustainability, ethical practices, and social responsibility. ESG reports are increasingly important for companies looking to communicate their commitment to responsible business practices.
- **Regulatory and framework:** Companies are often required to disclose specific information in accordance with regulatory requirements or established frameworks. Regulatory disclosures are mandated by government authorities and may include financial reporting, environmental impact assessments, and other relevant information. Framework disclosures refer to reporting standards or guidelines set by organizations or industry groups, such as the Global Reporting Initiative (GRI) or the Sustainability Accounting Standards Board (SASB), which provide a structured framework for reporting on ESG matters.
- **Request for information:** A request for information is a formalized process where a company seeks detailed information from its suppliers or partners. In the context of ESG, an RFI may include questions about the supplier's sustainability practices, environmental impact, labor standards, and other ESG-related factors. This helps the company assess the ESG performance of its supply chain and make informed decisions about its business partners.
- **Rating and indices:** Ratings and indices disclosures involve a company providing information to external organizations that assess and rank companies based on their ESG performance. Companies may disclose data and details to entities that compile sustainability ratings, indices, or rankings. These assessments are often used by investors, stakeholders, and customers to make decisions based on a company's ESG standing.
- **Supplier questionnaire:** A supplier questionnaire is a document or set of questions that a company uses to gather information from its suppliers regarding various aspects of their

business, including ESG-related practices. The questionnaire may cover topics such as environmental impact, social responsibility, labor practices, and governance. Companies use this information to evaluate the ESG performance of their supply chain and make informed procurement decisions aligned with sustainability goals.

- **Others:** Any other type of disclosure.

## Approval workflow of a disclosure

If a narrative disclosure specifies an approver or multiple approvers during its creation, it is mandatory for those designated approvers to grant approval before the disclosure can transition to the next state.

When creating a disclosure, you have the choice to specify one or multiple approvers. If multiple approvers are designated, all the approvers must give their approval for the disclosure to transition to the **Completed** state. In the event that any approver rejects the disclosure, it moves back to the **Work in Progress** state, requiring resubmission to the approvers for approval.

## Create a disclosure template

Create unique Microsoft Word disclosure templates tailored to different types of disclosures. Utilize these templates during the creation of specific disclosures. The templates help to streamline the disclosure process by implementing customized templates for efficiency and consistency.

### Before you begin

Role required: admin

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration > Disclosure Templates**.
2. Select **New**.
3. On the form, fill in the fields.

#### Disclosure template form

Field	Description
Disclosure type	Type of disclosure. The choices are as follows: <ul style="list-style-type: none"> <li>◦ <b>Annual report</b></li> <li>◦ <b>ESG report</b></li> <li>◦ <b>Regulatory and framework</b></li> <li>◦ <b>Request for information</b></li> <li>◦ <b>Ratings and indices</b></li> <li>◦ <b>Supplier questionnaire</b></li> <li>◦ <b>Others</b></li> </ul>
Template document	Document to add. <p><b>Note:</b> The file extension must be .docx.</p>

4. Select **Click to add....**

5. Select **Choose file.**

a. Select a file.

b. Select **Open**.

c. Select **OK**.

**Note:** Ensure that the size of the file does not exceed 10 MB and only one template for each disclosure type is allowed.

## Create a narrative disclosure on remote storage

Create an ESG Management narrative disclosure for your organization and store it on remote storage such as Microsoft OneDrive. Disclosures can be of several types such as ESG report, annual report, and so on.

### Before you begin

Role required: sn\_esg.reporting\_disclosure\_manager or sn\_esg.program\_manager

### About this task

When you create a disclosure, you can specify if you want to save the disclosure on your local system or on some remote storage such as Microsoft OneDrive. The disclosure that is created serves as the primary document. This procedure provides the instructions for creating a narrative disclosure on remote storage.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosures > Narrative disclosures.**
2. Select **New**.
3. On the form, fill in the fields.

#### New disclosure form

Field	Description
Number	Identification number for the disclosure. This field is automatically set.
State	State of the disclosure. This field is automatically set to <b>Draft</b> .
Name	Name of the disclosure.
Description	Description of the disclosure.
Type	Type of disclosure. The choices are as follows: <ul style="list-style-type: none"> <li>◦ <b>Annual report</b></li> <li>◦ <b>ESG report</b></li> <li>◦ <b>Regulatory and framework</b></li> <li>◦ <b>Request for information</b></li> <li>◦ <b>Ratings and indices</b></li> <li>◦ <b>Supplier questionnaire</b></li> <li>◦ <b>Others</b></li> </ul>

Field	Description
	<b>Note:</b> If a template is available, the disclosure document is created based on the template. Otherwise a blank document is created.
Owner	User responsible to move the disclosure to different states and perform actions such as synchronizing the disclosure.
Upload to remote storage	Option to decide if the disclosure must be stored on remote storage such Microsoft OneDrive. If this option is selected, the Remote storage section appears on the form.
Data classification	Classification of the disclosure information. The choices are as follows: <ul style="list-style-type: none"> <li>◦ <b>Public:</b> Determines if the disclosure will be made public.</li> <li>◦ <b>Private:</b> Determines if the disclosure must remain private.</li> </ul>
Approvers	Users who must approve the disclosure.
<b>Remote storage</b>	
Storage type	Location of where the disclosure must be stored. The available option is <b>OneDrive</b> . If this option is selected, a blank document is created.
Document path	Path on Microsoft OneDrive in the user's home folder. This field appears only when the <b>Upload to remote storage</b> option is selected.
Collaborators	Users who contribute to the disclosure document. This field appears only when the <b>Upload to remote storage</b> option is selected.

4. To save the disclosure, select **Save**.
5. To open and edit the document that is created, **Open document**.  
To insert data points in the document, open the add-in in the Word document. For details, refer to [Import data in to a Microsoft Word disclosure report](#).
6. Close the document before syncing data.
7. Select **Sync disclosure data** to synchronize any modifications made to the disclosure document, ensuring that the changes are reflected on the Overview page under Disclosure summary.  
The **Sync disclosure data** button is only available if the **Storage type** field is set to **OneDrive**.
8. To move the disclosure to the next state, select **Move to Work in Progress**.
9. To request approval from the necessary approvers, select **Request Approval**.

## Create a narrative disclosure on local system

Create an ESG Management narrative disclosure for your organization and store it on your local system. After you create a disclosure, you can download the document, edit it, add metrics to it, and upload it back into the ESG Management instance.

### Before you begin

Role required: sn\_esg.reporting\_disclosure\_manager or sn\_esg.admin

### About this task

When you create a disclosure, you can specify if you want to save the disclosure on your local system or on some remote storage such as Microsoft OneDrive. The disclosure that is created serves as the primary document. This procedure provides the instructions for creating a narrative disclosure on remote storage.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosures > Narrative disclosures**.
2. Select **New**.
3. On the form, fill in the fields.

### New disclosure form

Field	Description
Number	Identification number for the disclosure. This field is automatically set.
State	State of the disclosure. This field is automatically set to <b>Draft</b> .
Name	Name of the disclosure.
Description	Description of the disclosure.
Type	Type of disclosure. The choices are as follows: <ul style="list-style-type: none"> <li>◦ <b>Annual report</b></li> <li>◦ <b>ESG report</b></li> <li>◦ <b>Regulatory and framework</b></li> <li>◦ <b>Request for information</b></li> <li>◦ <b>Ratings and indices</b></li> <li>◦ <b>Supplier questionnaire</b></li> <li>◦ <b>Others</b></li> </ul>
Owner	Assignee of the disclosure.
Upload to remote storage	Option to decide if the disclosure must be stored on remote storage such Microsoft OneDrive. If this option is selected, the Remote storage section appears on the form. For this procedure, do not select this option.
Data classification	Classification of the disclosure information. The choices are as follows: <ul style="list-style-type: none"> <li>◦ <b>Public:</b> Determines if the disclosure will be made public.</li> <li>◦ <b>Private:</b> Determines if the disclosure must remain private.</li> </ul>
Approvers	Users who must approve the disclosure.

4. To save the disclosure, click **Save**.
5. To modify and upload the document that is created, refer to [Upload a disclosure document](#).
6. To move the disclosure to the next state, select **Move to Work in Progress**.
7. To request approval from the necessary approvers, select **Request Approval**.

### Upload a disclosure document

Upload locally created disclosures in the ESG Management application instance.

### Before you begin

Role required: sn\_esg.admin or the owner of the disclosure

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosures > Narrative disclosures.**
2. Open the locally created disclosure.
3. Select **Upload disclosure document.**
4. Select the download icon to download the document.
5. Delete the document already present.
6. Make the necessary edits to the document.
7. To upload the new document, select **Attach file** and browse for the document to upload.
8. Select **Save.**

## Result

The disclosure document is synced. The data takes some time to sync.

## Add disclosure documents

Add secondary related or supporting documents for any disclosure that you create. Supporting documents for a disclosure report may include sustainability reports detailing environmental and social metrics, corporate governance documents illustrating governance structures, and third-party certifications validating a company's ESG performance. Additionally, relevant policies, such as those on ethics and supply chain practices, contribute to a comprehensive ESG disclosure.

### Before you begin

Role required: sn\_esg.admin or the owner of the disclosure

### About this task

When you create a disclosure, that disclosure is the primary document. While you can add secondary documents, you cannot delete the primary document. Every time a document is updated, only the latest version of the document is stored in the instance.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosures > Narrative disclosures.**
2. Open the disclosure for which you want to add documents.
3. Select the Documents related list.
4. Select **Add.**
5. On the form, fill in the fields.

### Disclosure documents form

Field	Description
Name	Name of the document.
Type	Type of document. This field is automatically set to <b>Secondary</b> because the primary document is always the blank document for the disclosure that is automatically created.

Field	Description
URL	URL of the document if the document is hosted elsewhere.
Document	Supporting files to attach.

**6. Select **Save**.**

**7. To view the document details, select the document and on the Attachments side panel, the details are displayed.**

## Add metrics to a disclosure

Add any metrics to the disclosure that would help to contribute to the disclosure data.

### Before you begin

Role required: sn\_esg.admin or the owner of the disclosure

### About this task

After you manually add metrics to the disclosure, you can also delete those metrics if they no longer contribute to the disclosure or if you add them by mistake. However, you cannot delete a metric that is added from the Microsoft 365 for ServiceNow Reporting application.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Disclosures > Narrative disclosures**.
2. Open the disclosure for which you want to add related metrics.
3. Select the Related metrics related list.
4. Select **Add**.
5. Select the metrics to add.
6. Select **Add**.
7. Select **Save**.

## Reporting frameworks

The ESG Management application uses the sustainability reporting frameworks to help organizations report their economic, environmental, social, and governance performance. The ESG Management application supports the Global Reporting Initiative (GRI) or Sustainability Accounting Standards Board (SASB) standards that you can use to report your ESG data.

The GRI Standards enable any organization to understand and report on their impacts on the economy, environment, and people in a comparable and credible way, thereby increasing transparency on their contribution to sustainable development.

The Sustainability Accounting Standards Board (SASB) is an ESG guidance framework that sets the standards for the disclosure of financially material sustainability information by companies to their investors. SASB Standards enable businesses to identify, manage, and communicate financially material sustainability information to their investors.

The ESG Management application is shipped with the Global Reporting Initiative (GRI) Content Accelerator for ESG and Sustainability Accounting Standards Board (SASB) content pack.

See [Global Reporting Initiative \(GRI\) framework](#) or [Sustainability Accounting Standards Board \(SASB\) framework](#) for more details.

## Updates in the citation form

When the ESG Management application is installed in the instance, the citation form displays a new field titled as **Reporting requirements and recommendations** in the Reporting section. This field provides the guidelines about the reporting requirements provided by the reporting organization.

**i Note:** The **Reporting requirements** field is displayed only when the ESG Management application is installed.

See the following sample information that is provided by the reporting organization in the **Reporting requirements** field in the citation form: The reporting organization shall report the following information: a. GHG emissions intensity ratio for the organization. b. Organization-specific metric (the denominator) chosen to calculate the ratio. c. Types of GHG emissions included in the intensity ratio; whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). d. Gases included in the calculation; whether CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, or all. 2.7 When compiling the information specified in Disclosure 305-4, the reporting organization shall: 2.7.1 calculate the ratio by dividing the absolute GHG emissions (the numerator) by the organization-specific metric (the denominator); 2.7.2 if reporting an intensity ratio for other indirect (Scope 3) GHG emissions, report this intensity ratio separately from the intensity ratios for direct (Scope 1) and energy indirect (Scope 2) emissions. Reporting recommendations 2.8 When compiling the information specified in Disclosure 305-4, the reporting organization should, where it aids transparency or comparability over time, provide a breakdown of the GHG emissions intensity ratio by: 2.8.1 business unit or facility; 2.8.2 country; 2.8.3 type of source; 2.8.4 type of activity.

## Global Reporting Initiative (GRI) framework

The Global Reporting Initiative (GRI) Standards enable an organization to understand and report their impact on the economy, environment, and people in a comparable and credible way. The GRI Standards help the users to increase the transparency on their contribution to sustainable development. The GRI Standards are relevant to various reporting companies, stakeholders including investors and policymakers, capital markets, and civil society.

The Global Reporting Initiative (GRI) Content Accelerator for ESG application enables the customers to adopt the Global Reporting Initiative (GRI) framework to publish their ESG Management disclosures. When the Global Reporting Initiative (GRI) Content Accelerator for ESG application is used with the ESG Management application, users can take advantage of the pre-defined GRI disclosures, available as citations, for their reporting needs.

Install the ESG Management application and then activate the Global Reporting Initiative (GRI) Content Accelerator for ESG plugin.

The Global Reporting Initiative (GRI) Content Accelerator for ESG application provides a complete set of GRI standard citations and guidance to facilitate reporting in accordance with the Global Reporting Initiative (GRI) framework. As part of the Global Reporting Initiative (GRI) Content Accelerator for ESG application, a GRI authority document and 178 citations are shipped. As an ESG Management program manager, you can view and associate the citations in your disclosures as necessary.

**Important:**

Starting with the Washington DC release, Global Reporting Initiative (GRI) ESG content accelerator is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

**Disclaimer**

**Note:** The GRI Standards contain the authoritative text. If there is any discrepancy between the content of the Global Reporting Initiative (GRI) Content Accelerator for ESG and the GRI Standards, the text of the GRI Standards shall prevail.

## Sustainability Accounting Standards Board (SASB) framework

The ESG Management application supports the Sustainability Accounting Standards Board (SASB) standards. The Sustainability Account Standards Board (SASB) Content Accelerator for ESG application enables customers to adopt the SASB framework for ESG Management to publish their disclosures.

The Sustainability Accounting Standards Board (SASB) is a reporting framework that sets the standards for the disclosure of sustainability information by companies to their investors. In reporting frameworks, SASB Standards focus on the ESG issues that are expected to have a financially material impact on the company.

**Important:**

Starting with the Washington DC release, Sustainability Accounting Standards Board (SASB) ESG content accelerator is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality. For details, see the [Deprecation Process \[KB0867184\]](#) article in the Now Support Knowledge Base.

## Sustainability Account Standards Board (SASB) Content Accelerator for ESG application

The Sustainability Accounting Standards Board (SASB) application contains the complete collection of SASB standards, organized by industry. These standards support and automate reporting in alignment with the SASB framework. The Sustainability Accounting Standards Board (SASB) application is used only as a supplement to the ESG Management application.

When this application is used with the ESG Management application, users can take advantage of the predefined SASB disclosures, available as citations, for their reporting needs.

An SASB content pack includes SASB authority documents and citations that provide users of the ESG Management application with a head start for SASB related activities. Authority documents define risks, policies, controls, audits, and other processes to ensure adherence to the authoritative content. Citations contain the provisions of the authority document, which can be interrelated. Citations break down an authority document into manageable themes. You can create citations or import them from UCF authority documents and then create any necessary relationships between the citations.

For information on the SASB certification requirements, see the [SASB documentation](#).

With the Sustainability Account Standards Board (SASB) Content Accelerator for ESG application, different sectors are provided. Under each sector, a different industry is listed. For example, under the Consumer Goods sector, industries such as apparel, accessories, and so on are listed.

All these sectors may not be relevant to all customers. Therefore, a new application module titled Import SASB citations is provided in the ESG Workspace to import the relevant citations.

## Roles for setting up the application

Users with the sn\_esg.program\_manager role in an organization are responsible for setting up the SASB framework and downloading the Sustainability Account Standards Board (SASB) Content Accelerator for ESG application.

## Import SASB citations

Import the SASB citations that are relevant to your organization. SASB standards enable businesses around the world to identify, manage, and communicate financially material sustainability information to their investors.

### Before you begin

Role required: sn\_esg.program\_manager

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Administration**.
2. Click **New**.
3. On the form, fill in the fields.

### SASB Citation import form

Field	Description
Sector	Selected sector against which the citations are pulled.
Industry	Selected industry against which the citations are pulled.  <b>i Note:</b> If you want to import the citations that are associated to a specific sector, select the sector leaving the industry field empty and import the citations.
Description	Description of the selected sector and the industry. If the <b>Industry</b> field is empty, the description for the industry is displayed as <b>all the related industries</b> .  For example, if the selected sector is Consumer Goods and the <b>Industry</b> field is empty, the description is displayed as <b>Import citations for the Consumer Goods sector and all the related industries</b> .  When the <b>Import all</b> option is selected, the description is displayed as <b>Import citations for all sectors and industries</b> .
Import all	Option to import all the citations from the content pack. This option imports all the citations that are related to all the sectors and industries. When you select this option, the <b>Sector</b> and <b>Industry</b> fields are available as read-only fields.

Field	Description
	<p><b>i Note:</b> The Status field on the citation form displays the states of the import as <b>Not started</b>, <b>In progress</b>, and <b>Completed</b>.</p>

4. To save the citation import record, click **Save**.
5. To import the citations related to the sector or industry that you have chosen, click **Import**.

If an import is already in progress, you cannot submit another record for citations import until the current import is completed. If you submit another record for citations import when an import is already in progress, the following message is displayed on the screen: The import process is currently in progress for another selection. Try again after some time.

After clicking **Import**, the following message is displayed on the screen: Importing citations has been initiated. This process may take a while.

After all the citations have been imported, the **Status** field on the Citation Import form displays the status as **Completed**.

### Result

The newly imported SASB citations are listed under **Disclosure requirements > Citations** in the ESG Workspace.

### What to do next

Associate the citations with the metrics and metric definitions. See [Create an automated metric definition](#) for more information.

## Integrating ESG Management with other applications

You can integrate ESG Management with Project Portfolio Management and Integrated Risk Management (IRM). These integrations provide you with more options to track your goals.

### Integration with Project Portfolio Management

If you integrate ESG Management with Project Portfolio Management, you can plan, build a roadmap, and prioritize activities to achieve your ESG goals. You can view all the programs and projects associated with ESG under **All > Environmental, Social, Governance > ESG Workspace > Lists > Program Setup**.

When you create goals for your material topics, you perform some activity to accomplish those goals. The work that you do is captured in the form of programs and projects. When you integrate with Project Portfolio Management, you can create programs and projects for your goals. To learn more about program management and how to create programs, see [Program Management](#).

To see the configurations that you must perform on the project form, see [Display the priorities and goals on the project form](#).

To see the tables installed with Goal Framework, see [Roles installed with the Goal Framework](#).

The following image shows the ESG home page with Project Portfolio Management integration. The integration adds new actions in the Quick Actions section, and it creates the Programs/Projects column in the Top Level Goals Summary section.

## ESG home page with PPM integration

Goal	Classification	Priority	Status	Progress	Off-track goals	Off-track targets	Overdue metrics	Programs/Projects
100% Carbon Neutral by 2025	Environmental	Low	Green	26.25	0	0	0	5
100% Renewable Energy by 2025	Environmental	Low	Green	50	0	0	0	0
Accelerate digital equity for 100 milli...	Social	Low	Green	15	0	0	0	0
Achieve 50/50 gender equality in cor...	Social	Low	Green	60	0	0	0	0
Achieve 75% waste diversion rate	Environmental	Low	Yellow	0	0	1	0	0
Achieve 99.9% compliance with Cod...	Governance	Low	Red	30	0	0	0	0

After you integrate with Project Portfolio Management, you can see the Programs/Projects related list on the Goal form.

## Integration with IRM

If you integrate ESG Management with IRM, you can add risks, risk statements, policies, control objectives, and issues to your goals. For example, if you add a policy to your goal, then all the related control objectives and controls get associated with this goal. This integration helps you to identify and assess the risks that pose threats to your goals.

**Note:** As an ESG user, you are not required to create policies. The policies are created by the IRM administrators. You only need to associate the policies to your goals.

After you integrate with IRM, the Goal form lists additional options under the More

The screenshot shows the ServiceNow Goal form for a goal titled "100% Carbon Neutral by 2025". At the top, there are tabs for Overview, Details, Programs/Projects, Material Topics (2), Entities (1), Sub-goals (3), Targets (1), and a "more" button. The "more" button is expanded, revealing a menu with categories like Policies, Control Objectives, Additional Control Objectives, Controls, Additional Controls, Issues, Risk Statements, Risks, and Additional Risks (1). The "Additional Risks (1)" item is highlighted with a red box. Below the menu, there are sections for "Tracking" and "Goals summary". The "Tracking" section includes a summary for "In-scope entities" (1 Company), "Goals summary" (Total sub-goals: 3, with 3 On track, 0 At risk, 0 Off track), and "Targets summary" (Total targets: 1, with 0 Complete, 1 On track, 0 At risk, 0 Off track). The "Goals summary" section also includes a "Direct view" button.

list.

For more information on the roles and tables that are installed with the ESG Management, see [Components installed with ESG Management](#).

#### Related topics

[Migrate existing goals data to Goal Framework](#)

## Integrating ESG Management with Advanced risk assessment

The ESG risk management capability enables you to assess and evaluate ESG risks for businesses. This capability is an integration of ESG Management with Advanced risk assessment. To use the risk assessment feature, you must install and activate the sn\_esg\_risk\_mgmt plugin.

The Advanced risk assessment feature enables you to integrate risk assessment as part of your overall decision-making process.

Risk assessment is of two types: Quantitative and qualitative. Qualitative risk assessments rely on the assessor's perceptions of the probability and impact of a risk. If the method is purely qualitative, then the ratings are based on the list values such as high, medium, or low. In this case, the risk scores do not roll up. Because this method has minimal mathematical dependency, qualitative risk assessment is easy and quick to perform. This method also enables an organization to take advantage of the assessor's knowledge of the process or asset that is being assessed. Users who are new to risk assessments usually use qualitative assessment. A quantitative risk assessment focuses on data that is fact-based, measurable, and highly mathematical. In a quantitative risk rating that uses advanced simulation techniques, the risk is quantified in purely numerical terms.

The ESG risk management application provides both types of risk assessments and is employed for assessing both entities and material topics. Object-based assessments focus on material topics, while risk-based assessments are applied to entities. The resulting risk assessment scores are then aggregated for risk-based assessments. Object-based assessment allows for evaluating risks on ServiceNow records or objects even in the absence of a comprehensive GRC setup for entities, risk statements, controls, and so on. An example of object assessment involves assessing change management or assessing a citation. For

a more in-depth exploration of Advanced risk assessments, refer to the [Advanced Risk Assessment](#) documentation.

To learn about the roles are installed with the sn\_esg\_risk\_mgmt plugin, refer to [Components installed with ESG Management](#).

## Workflow of ESG risk management

To perform risk assessments for your material topics and your entities, the ESG administrator, the ESG risk manager, and the ESG data owner must perform a set of defined steps.

The following steps are necessary to successfully perform your ESG risk assessments.

1. The system administrator enables the *Migrate to Advanced Risk Assessments* property located under **Advanced Risk Assessment > Administration > Properties**.
2. As an ESG administrator, complete the following tasks.
  - a. Configure the two risk assessment methodologies (RAMs) that are provided by default. One RAM is designed for evaluating material topics, while the other is tailored for assessing entities. When you configure the methodologies, you specify the risks that you want to assess such as inherent risk and residual risk. To understand each of these types, refer to [Advanced Risk Assessment](#).
  - b. Configure the factors for the risk assessments. Factors are questions that appear during the risk assessment to which the risk assessor responds. To understand more about factors and their types, refer to [Factors in Advanced Risk Assessment](#).
3. As an ESG risk manager, complete the following tasks.
  - a. Create risk statements and associate entities with the risk statement. To learn how to create a risk statement, refer to [Create a risk statement](#).
  - b. Create risks. To learn how to create a risk, refer to [Generate a risk from a risk statement](#).
  - c. Create a risk assessment scope to define and identify risks for an entity, identify assessors and approvers for assessments, define the frequency of assessments, and initiate the risk assessment. To learn about how to create a risk assessment scope, refer to [Create a risk assessment scope and initiate assessments](#).
4. For risk-based assessments, as an ESG data owner, from the Tasks pane in the ESG Workspace, respond to an assessment, review, and submit the assessment for approval if the approvers are defined. If there are no approvers defined, the risk score is rolled up to the risks and entities.
5. For object-based assessments, as an ESG program manager, from the Tasks pane in the ESG Workspace, respond to the assessment, review, and submit for the assessment for approval if the approvers are defined.

## Configure a risk assessment methodology

Configure the risk assessment methodologies (RAMs) that are provided by default. A RAM is a configuration or a record in the risk assessment engine.

### Before you begin

Role required: sn\_esg.admin

### About this task

You can use a RAM to assess either the risks or objects in your organization. For example, you can configure a RAM to specify the types of risk assessments and the entities on which a risk assessment is performed. There are two RAMs that are provided by default with the domain area set to **ESG**.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Risk administration > Risk assessment methodologies**.
2. Select the RAM that you want to modify or configure.
3. On the form, modify the fields.  
For information on the RAM fields, refer to [Risk Assessment Methodology form](#).

## Create a risk assessment scope and initiate an assessment

Create a risk assessment scope to define and identify risks for an entity. Identify assessors and approvers for assessments and define the frequency of assessments. After creating the scope, initiate the risk assessments.

### Before you begin

Role required: sn\_esg\_risk\_mgmt.risk\_manager

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Risk assessment planning > Scoped entities**.
2. Select **New**.
3. On the form, fill in the fields.  
For information on the fields of the Risk Assessment Scope form, refer to [Create a risk assessment scope and initiate assessments](#).

## Initiate risk assessments on material topics

Assess the risks to your material topics by initiating a risk assessment and sending it to the owner of the material topic.

### Before you begin

Role required: sn\_esg.program.manager

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Program Setup > Material topics**.
2. Open the material topic for which you want to assess the risks.
3. Select **Initiate risk assessment**.

### Result

The risk assessment is sent to the owner of the material topic. The assessor then responds to the assessment.

## Respond to a risk assessment

Conduct risk assessments to assess risks in the ESG Management application.

### Before you begin

Role required: sn\_esg.data\_owner

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > My tasks**.
2. Open the risk assessment that you want to assess and do one of the following.
  - If you want to start the assessment, select **Let's get started**.
  - If you think that the risk assessment must be assigned to someone else, select **Reassign** and fill in the necessary details.
  - If this risk was previously assessed, to view the previous assessment, select **Review last assessment**.
3. To perform inherent assessment, respond to the all inherent assessment questions.
4. Optional: To view the qualitative and quantitative weightage, select **Overall rating**.
5. To save and view the scores, select **Save**.
6. Optional: To change the computed inherent risk results, do the following:
  - a. Select the **I would like to change the computed score** option.
  - b. From the **Override inherent risk** field, select the appropriate value.
  - c. Enter comments that explain the reasons for the change in the computed score.
  - d. Select **Save**.
7. To assess the leftover risks after the implementation of mitigating controls, select **Move to residual assessment** and respond to the factors.  
You can also change the computed residual score by providing a justification for changing the score.
8. Optional: If you want to modify the assessment, select **Edit assessment**.
9. If you have defined approvers, then select **Review and submit**.  
The assessment home page is displayed. You can review the summary of your assessment.
10. To request approval, edit assignment, or reassign, select one of the following.

Choice	Description
Request approval	If an approver is specified, select this option to send the assessment for approval. You can also provide additional comments for the approver.
Edit assessment	If you want to modify your responses in the assessment, select this option.
Reassign	If the assessment must be assigned to someone else, select this option.

## Integrating ESG Management with Watershed

Watershed is a tool that enables organizations to measure their carbon emissions and renewable energy and its impact. It also enables organizations to act to reduce emissions, and to report on the progress to reduce their carbon footprint.

ESG Management users can use Watershed to calculate their Scope 1, 2, and 3 emissions for their business. A company's greenhouse gas (GHG) emissions are classified into three Scopes. The following table explains the difference between each Scope.

## Difference between Scope 1, 2, and 3 emissions

Scope 1	Scope 2	Scope 3
<p>Direct GHG emissions from the following sources:</p> <ul style="list-style-type: none"> <li>• Fuel combustion</li> <li>• Emissions from company vehicles</li> <li>• Emissions from chemical production in owned or controlled process equipment</li> <li>• Fugitive emissions</li> </ul>	<p>Indirect emissions from the following sources:</p> <ul style="list-style-type: none"> <li>• Purchased electricity</li> <li>• Heat and steam.</li> </ul>	<p>Indirect emissions from the following sources:</p> <ul style="list-style-type: none"> <li>• Purchased goods and services</li> <li>• Business travel</li> <li>• Employee commuting</li> <li>• Waste disposal</li> <li>• Use of sold products</li> <li>• Transportation and distribution (up- and downstream)</li> <li>• Investments</li> <li>• Leased assets and franchises</li> </ul>

Watershed maintains its data in spreadsheets and provides those spreadsheets to the ESG Management program manager. As an ESG Management program manager, with the role `sn_esg.program_manager`, you must import the data from the spreadsheets into the source tables in the ESG Management application. The source tables are then specified in the metric definitions in a ServiceNow instance.

To use the features of Watershed, you must activate the Watershed Integration for ESG plugin and [configure the metric integrations](#).

***i* Note:**

- To successfully import data, you must add the `import_admin` role to the `sn_grc_metric.admin` role.
- Only automated metric definitions with **External source** as the Method type support data import. If you already have a manual metric definition in your system, you must change its Type to **Automated** and the Method type to **External source** before you can import data. For more information, refer to [Create an automated metric definition](#).

Before you import data from the spreadsheets, you can either create the metric definitions or you can rely on the system to create placeholders and add the details later.

The metrics are generated based on the frequency that you have defined in the metric definition. The metric values, along with their units, are displayed on the metrics related list in the metric definition. The values are then rolled up based on the formula specified in the metric definition.

***i* Note:** You can convert any metric data into a preferred reporting unit.

By default, the Now Platform provides the following data that you can import from Watershed.

- Carbon emissions
- Renewable energy
- Non-renewable energy

You may also want to import other data such as water usage or waste disposal. To import other types of data, you can use the [Metric integrations](#) to import your data.

## Modify the Watershed Integration for ESG

Modify the Watershed Integration for ESG configurations to specify how you want to import data from Watershed to generate metrics.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

The Now Platform provides a pre-configured integration to import data from Watershed. However, you can update or modify the configuration properties based on your requirements. For example, when you modify the configuration, you can specify if you want the system to automatically create metric definitions or if you want to override metric data.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Watershed > Metric Integration**.
2. On the Metric Integrations page, select **Watershed Integration**.
3. On the form, edit the fields as required.

**Watershed Integration form**

Field	Description
Name	Name of the mapping.
Source	Source of the mapping. This field is automatically set to <b>Watershed Data</b> .
Domain area	Domain from which the integration is created. This field is automatically set to <b>ESG</b> when the integration is created from <b>Environmental, Social, and Governance</b> .
Source table	The source table is automatically set to <b>Watershed Data</b> .
Automatically create metric definition	Option to automatically create the metric definitions during data import.
Automatically create metric unit	Option to automatically create the metric unit during data import.
Automatically create entity type	Option to automatically create the entity type during data import.
Automatically create entity	Option to automatically create the entity during data import.

Field	Description
Overwrite metric data	Option to overwrite metric data during data import.

**4. Select **Update**.**

## Create data mapping

Create data mappings to import Watershed data from columns other than the pre-configured columns of the Watershed spreadsheet. By default, data import from three columns is supported.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

By default, you can import data related to carbon emissions, renewable energy, and non-renewable energy. If you want to import other types of data such as water usage or waste disposal from the spreadsheet, then you can create data mappings for them. You can create as many mappings as you need.

### Procedure

1. Navigate to **All > Metrics > Metrics Integrations**.
2. Select **Watershed Integration**.
3. In the Data mapping section, select **New**.
4. On the form, fill in the fields.

### Data mapping form

Field	Description
Name	Name of the mapping.
Source table	Source table of the mapping. This field is automatically set to <b>Watershed Data</b> .
Data column	Column from which you want to import data.
Start date column	Column in the source table that has the start date.
Start date	Start date of the mapping. If there is no start date column, specify the start date.
Frequency	Frequency of the data in the spreadsheet. For example, monthly data, annual data, or so on.
End date column	Column in the source table that has end date.
End date	End date of the mapping. If there is no end date column, specify the end date.
Unit column	Unit column from the imported data set.
Unit	Unit of the data.

Field	Description
Default owner	Metric definition owner or the entity owner.
Metric integration	Metric integration. This field is automatically set to <b>Watershed Integration</b> .

## 5. Select **Submit**.

### Result

The new mapping is ready to import data.

## Create a record identifier in an entity

Create record identifiers with text for correctly mapping the entities. This activity saves time for the ESG program managers by not having to create new entities.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

You can map the existing data in your system, such as an entity, an entity type, and the metric definition, with the data from the Watershed spreadsheets. If the format of the data is different in the spreadsheets, you can create mapping record identifiers. This procedure uses an entity with the entity class as Location as an example. For example, assume that you already have an entity titled Akaska, Japan in your system and the spreadsheet contains the entity name as Akaska, Minato, JP. In this case, you must enable the system to map Akaska, Minato, JP with Akaska, Japan. To do this task, you must create a record identifier to identify the entity in your system.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Scoping > All Entities**.
2. Search for and open the entity for which you want to add a record identifier.
3. Select the Mapping related list.
4. Select **New**.
5. Copy the text that you want to map to the entity from the spreadsheet.
6. In the **Record identifier** field, paste the text that you copied in the previous step.
7. Select **Submit**.

### Result

The identifier is added to the entity. When the system detects the record identifier text during the importing of data, the record will be mapped to the correct entity.

## Load data from Watershed into ESG Management

Load data from the Watershed spreadsheets into the staging table. After you load the data and complete the setup, you can start using the Watershed Integration for ESG.

### Before you begin

You must add the import\_admin role to the sn\_grc\_metric.admin role.

Role required: sn\_esg.program\_manager

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Load Data**.
2. On the Load Data form, select **Existing table**.
3. In the Import set field, select **Watershed Data [sn\_esg\_watershed\_data]**.
4. Select **Choose File**, and select the file that you want to load.
5. Select **Open**.
6. In the **Sheet number** field, verify that the sheet number is appropriate.
7. In the **Header row** field, verify that the header row is appropriate.
8. Select **Submit**.

## Result

The spreadsheet is loaded in the staging table. All the columns from the spreadsheet are created.

## What to do next

[View the import set](#).

## View and verify the import sets

Verify if your data is imported correctly from an external source. This verification enables you to identify if there were any errors during the data import.

### Before you begin

Role required: sn\_esg.program\_manager

### About this task

After the data is loaded to the ESG Management application from an external source, such as a spreadsheet, import sets are created where the state of each row is available. If there are errors during import, the state is updated as **Error**. If the data is imported, the state is updated as **Inserted**. You can also view the cause of the error in the error log. If the metric data is overridden, then the state is set to **Ignore**.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Import Sets**.
2. Open the import set you want to verify.
3. In the Import Set Rows section, view the state of each row.  
If you want to reload the data to check for errors, you must import your data again. Do not select **Reprocess** under Related Links in the Import set.
4. To view the error log, select the Import Log section.

## What to do next

[Create a transform map](#).

## Create a transform map

Create a transform map to match the columns from the staging table to the columns in the target table. The transformation helps to convert the data from the source table into metric data.

## Before you begin

If you already have manual Metric Definition in the system before the import, you must change the type of metric definition to **Automated** and the method type to **External source**.

Role required: sn\_esg.program\_manager

## About this task

A map is transformed when you import data from a staging table such as Watershed Data [sn\_esg\_watershed\_data] to a target table such as Metric Data [sn\_grc\_metric\_metric\_data]. By default, there are three transform maps available for each table when you import data from Watershed.

## Procedure

1. Navigate to **Environmental, Social, and Governance > Watershed > Import Sets**.
2. Open the import set that you created.
3. Under Related Links, select **Transform**.
4. On the Specify Import Set and Transform map form, move the required maps from the **Available** column to the **Selected maps run in order** column.
5. Select **Transform**.

## Integrating ESG Management with Urjanet

Urjanet is a cloud-based platform that extracts different utility bills directly from the source, and delivers it into the business systems and applications that rely on it. As an ESG program manager or a metrics manager you can get your utilities data automatically from Urjanet and avoid manual data entry from your various facilities or office owners.

A utility bill is a detailed invoice, issued and paid once a month from utilities, including electricity, natural gas, water, and waste. With the Urjanet ESG integration, organizations can obtain historical or real-time utility data from Urjanet into the Now Platform in the form of metrics. These metrics can then be tracked using the ESG Workspace and are associated with other ESG components such as goals and targets thus enabling organizations to take the necessary actions for sustainability.

Using this integration, you can automatically bring the following types of data from Urjanet into the ESG Management application.

- Water and electricity consumption
- Waste generated and so on.

The workflow of the Urjanet ESG integration is as follows:

1. Create entities: Each utility data for all your locations is tracked as an entity in the ESG Management application. For example, your electricity consumption in your Atlanta office is considered to be an entity. Therefore, you must create entities for all the utility data that you want to track. If you've already created the entities, then you must map the utility data that is imported from Urjanet with the entities created. Certain fields such as **Entity class** and **Entity owner** in the entity forms must be manually filled in by the users of the integration.
2. Activate the metric definitions: For the Urjanet ESG integration, ServiceNow® provides a few metric definitions by default. You must activate the ones that you require for your metric collection. Only those metric definitions that are active are considered and their data is loaded into the system. Certain fields such as **Unit**, **Frequency** and **Enterprise owner** in the default metric definitions must be manually filled in by the users of the integration. If you

don't want to use the metric definitions provided by default, you can create your own metric definitions.

3. Import the data for the metrics: After the user activates the required metric definitions, the data for those metric definitions and their entities will be imported into the ESG Management as metrics and metric data.

## Install Urjanet ESG integration

You can install the Urjanet ESG integration application (sn\_esg\_urjanet) if you have the admin role. The application installs related ServiceNow® Store applications and plugins if they are not already installed.

### Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).
- Ensure that you create an Urjanet account and obtain the login credentials.

Role required: sn\_esg.admin

### About this task

The following items are installed with Urjanet ESG integration:

- Plugins
- Store applications
- Roles
- Scheduled jobs
- Tables

For more information, see [Components installed with ESG Management](#).

### Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Urjanet ESG integration application (sn\_esg\_urjanet) using the filter criteria and search bar.

You can search for the application by its name or ID. If you cannot find the application, you might have to request it from the ServiceNow Store.

In the list next to the **Install** button, the versions that are available to you are displayed.

3. Select a version from the list and select **Install**.

In the Install dialog box that is displayed, any dependencies that are installed along with your application are listed.

4. If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
5. Optional: If demo data is available and you want to install it, select the **Load demo data** check box.

Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.

**Important:** If you don't load the demo data during installation, it's unavailable to load later.

## 6. Select **Install**.

### Create an Urjanet connection

Create an Urjanet account connection with valid credentials to establish a connection between Urjanet and ServiceNow®. Only one connection can be active for each domain for the integration. You can separate the imported data into logically defined domains. Data access is restricted among the domains.

#### Before you begin

Role required: sn\_esg.admin

#### Procedure

1. Navigate to **All > Environmental, Social, and Governance > Urjanet > Connection & Credential Alias**.
2. Select the **Create New Connection & Credential**.
3. On the form, fill in the fields.

#### Create Connection and Credential form

Field	Description
Connection name	Name of the connection. This field is automatically set to <b>Urjanet Connection</b> .
Connection URL	Urjanet API base URL. This field is automatically set to <b>https://api.urjanet.com</b> .
Date	Date from which the historical data must be loaded. This date must be in the past.  <b>Note:</b> The date must be in the yyyy-mm-dd format.
Credential name	Name of the credential. This field is automatically set to <b>Urjanet Credential</b> .
Username	Urjanet account username.
Password	Urjanet account password.

4. Select **Create**.

### Create an entity mapping for Urjanet

Create entity mappings for Urjanet because the Urjanet ESG integration considers each Urjanet account meter as an entity.

#### Before you begin

Ensure that you activate the sn\_esg\_urjanet plugin.

Role required: sn\_esg.admin

## About this task

Before starting with the integration, if you do not have entity mappings, you can create entity mappings so that the Urjanet account meter data can be mapped to an entity. The Urjanet ESG integration considers the Urjanet account meters as entities. This procedure is optional.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Urjanet > Entity Mapping**.
2. Select **New**.
3. On the form, fill in the fields.

### Entity Mapping form

Field	Description
Record identifier	Urjanet meter ID.
Related record	Entity to be mapped.
Additional information	Field used to specify the information that must be filled in by the administrator. Certain fields such as <b>Entity class</b> and <b>Entity owner</b> must be manually filled by the user.
State	<p>Review state. Based on the information provided in the <b>Additional information</b> field, the administrator must fill in the required information and then change the state of this field. The choices are as follows.</p> <ul style="list-style-type: none"> <li>◦ <b>No review required:</b> Use this option when there are no fields to be filled in the entity record by the administrator.</li> <li>◦ <b>Review required:</b> Use this option if the administrator must fill some fields in the entity record.</li> <li>◦ <b>Reviewed:</b> Use this option if the administrator has already provided the information in the specified fields in the entity records.</li> </ul> <p>This field is automatically set to <b>No review required</b>. You must change the state to <b>Reviewed</b> after you provide the information.</p>

4. Select **Submit**.

## Create a metric definition mapping

Create a metric definition mapping to map the imported data from Urjanet with the correct metric definitions.

### Before you begin

Role required: sn\_esg.metrics\_manager

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Urjanet > Metric Definition Mapping**.
2. Select **New**.
3. On the form, fill in the fields.

### Metric Definition Mapping form

Field	Description
Record identifier	Name of the record that will be used to map data. For example, Electric - Demand usage.
Related record	Metric definition to which the record is mapped.
Additional information	Any notes or comments.
State	<p>Review state. This field is used to provide information to sn_esg.admin that there are a few entity mapping records to be reviewed and those records require the missing information. The choices are as follows.</p> <ul style="list-style-type: none"> <li>◦ <b>No review required:</b> Use this option when there are no fields to be filled in the entity form by the admin.</li> <li>◦ <b>Review required:</b> Use this option if the admin must fill some fields in the record.</li> <li>◦ <b>Reviewed:</b> Use this option if the admin has already provided the information in fields.</li> </ul> <p>This field is automatically set to <b>No review required</b>.</p>

4. Select **Submit**.

## Generate Webhook URL

Define a Webhook registry for generating the Webhook URL. Urjanet uses the Webhook URL to send real time data to the ESG Management application when an Urjanet statement data is either generated or modified.

### Before you begin

Role required: sn\_esg.admin

### About this task

A statement in Urjanet refers to a bill. Whenever a new statement is generated in Urjanet, using the defined Webhook, the ESG Management application is notified about the new statement generation and the data is fetched into the ESG Management application without any manual intervention.

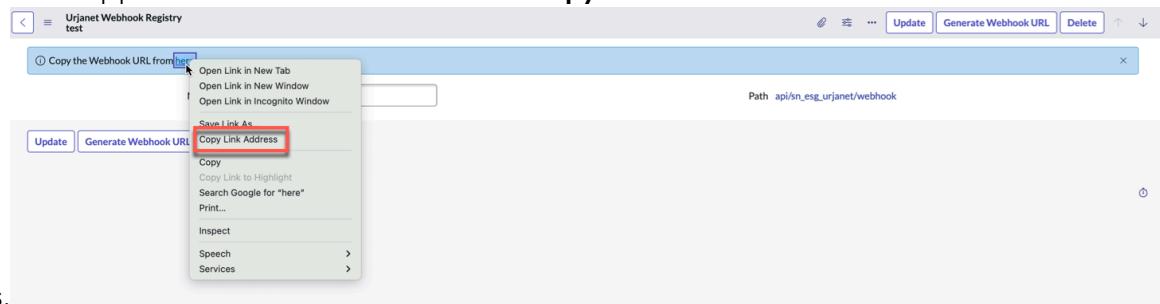
## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Urjanet > Webhook Registry**.
2. Select **New**.
3. On the form, fill in the fields.

### Urjanet Webhook Registry form

Field	Description
Name	Name of the registry.
Path	Resource path of the Scripted REST API to be used for inbound Urjanet API calls. This field is automatically set to <b>api/sn_esg_urjanet/webhook</b> .

4. Select **Submit**.
5. Open the record that you created and select **Generate Webhook URL**.
6. To copy the Webhook URL, right-click the information message that appears on the screen and select **Copy Link**



**Address.**

### What to do next

Paste the URL that is generated in the Urjanet console to get real-time Urjanet statement data. For more information, contact your system administrator.

## Import meter details from Urjanet

Using scheduled jobs, import meter details such as meter number, meter ID, and so on from Urjanet into the ESG Management application for reporting purposes. The details are imported in the form of entities.

### Before you begin

Role required: import\_scheduler

## Procedure

1. Navigate to **All > System Import Sets > Administration > Scheduled Imports**.
2. Select and open the **Urjanet Entity Scheduled Data Import** record.
3. Select **Execute Now**.

By default, the data import is set to run every 90 days but you can modify the frequency in the **Run** field. For more information on configuring a scheduled data import, see [Schedule a data import](#).

## Result

The entities are created with the following details.

- Name: Urjanet meter's site name and Urjanet meter's meter number.
- Location: Service address of the Urjanet meter.
- Description: Provider of the Urjanet meter.

## Load historical Urjanet data

Load historical Urjanet account statement data as metric data by creating new metrics that can be managed as part of ESG Management. Data is retrieved from the date that you specify while configuring the Urjanet connection.

### Before you begin

Role required: import\_scheduler

### Procedure

1. Navigate to **All > System Import Sets > Administration > Scheduled Imports**.
2. Select and open the **Urjanet Metric Data Scheduled Data Import** record.
3. Select **Execute Now**.

By default, the data import is set to run every 90 days but you can modify the frequency in the **Run** field on the Scheduled Data Import form. For more information on configuring a scheduled data import, see [Schedule a data import](#).

### Result

The metrics are created by using the configured entities and metric definitions.

## Integrating ESG Management with Workday

The Workday ESG integration plugin enables users to import HR data that is required for ESG reporting from Workday into the ESG Management application.

Using this integration, an ESG administrator can import monthly and yearly metric data from a wide range of categories such as benefits, demographics, compensation, and so on. This integration saves time for HR, ESG, and IT teams by making the data transfer process secure and automatic. The integration is also configurable according to an organization's requirements. By default, 150 metric definitions in **Inactive** state and 15 corresponding reports are provided to the users. To configure the reports on Workday, see the [Workday ESG Integration Workday Reports' Configuration \[KB1220842\]](#) article in the Now Support Knowledge Base. The article also provides mappings between the metric definitions and the Workday reports. ESG administrators must activate those metric definitions from which they want data. The data that is obtained is then used for disclosure reporting.

The following are the different types of reports that can be obtained using the integration:

- **Point in time:** In this type of report, the metric data is obtained until a given point in time. For example, you may want to obtain data for the number of hires in an organization on a specific date such as Jan 25, 2023. In this case, if the metric definition has the frequency set to **Annual**, the data until Dec 31, 2022 will be available for reporting.
- **Cumulative:** In this type of report, the metric data is obtained for a given period. For example, you may want to obtain the data for the number of hires for a particular quarter in the year 2023.

## Workflow of Workday ESG integration

To import data from Workday into ESG Management, you must perform a sequence of tasks and configure the system properly.

The workflow of the integration is described as follows.

1. The ESG administrator installs the Workday ESG integration plugin and does the following:
  - a. Creates a connection and credential with the help of the Workday administrator.
  - b. Activates the necessary metric definitions.
2. The Workday administrator configures the Workday reports.
3. The administrator offboards the webhook configuration.
4. The ESG administrator generates the webhook registry.
5. The system administrator executes the necessary scheduled jobs.
6. After the report is ready, the metric definitions and their corresponding data is available in a comma-separated values (CSV) file.

## Install Workday ESG integration

You can install the Workday ESG integration application (sn\_esg\_workday) if you have the admin role. The application includes demo data and installs related ServiceNow® Store applications and plugins if they are not already installed.

### Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).

Activate the ServiceNow IntegrationHub Enterprise Pack Installer (com.glide.hub.integrations.enterprise) plugin.

Role required: admin

### About this task

The following items are installed with Workday ESG integration:

- Plugins
- Store applications
  - Environmental, Social, and Governance Management
  - GRC: Profiles Dependencies
  - GRC: Policy and Compliance Management
  - GRC: Metrics
  - Goal Framework
- Roles
- Scheduled jobs
- Tables

For more information, see [Components installed with ESG Management](#).

### Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the Workday ESG integration application (sn\_esg\_workday) using the filter criteria and search bar.

You can search for the application by its name or ID. If you cannot find the application, you might have to request it from the ServiceNow Store.

In the list next to the **Install** button, the versions that are available to you are displayed.

**3.** Select a version from the list and select **Install**.

In the Install dialog box that is displayed, any dependencies that are installed along with your application are listed.

**4.** If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.

**5.** Optional: If demo data is available and you want to install it, select the **Load demo data** check box.

Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.

**Important:** If you don't load the demo data during installation, it's unavailable to load later.

**6.** Select **Install**.

## Create a Workday connection

Create connection and credential records for the Workday ESG integration so that you can establish a new connection.

### Before you begin

Role required: sn\_esg.admin

### Procedure

1. Navigate to **All > Environmental, Social and Governance > Workday Integration for ESG Management > Connection & Credential Alias**.
2. On the Connection and Credentials Aliases form, select the **Create New Connection & Credential** related link.  
Contact your Workday administrator to obtain the information for the required fields.
3. On the form, fill in the fields.

### Create Connection and Credential form

Field	Description
Connection information	
Connection name	Name of the OAuth connection.
Connection URL	Workday Connection URL.
Soap version	Latest version of simple object access protocol (SOAP) available in Workday
Tenant name	Tenant Name of Workday.
Credential information	
Credential name	Name of the OAuth credential.

Field	Description
OAuth Client ID	OAuth Client ID configured in Workday.
OAuth Client Secret	OAuth Client Secret configured in Workday.
OAuth Redirect URL	OAuth callback endpoint. This field is automatically set.
Auth URL	Workday OAuth Server's auth code flow endpoint.
Token URL	Workday OAuth Server's token endpoint.

#### 4. Select **Create and Get OAuth Token**.

##### Result

A new connection is created in the connections related list.

##### What to do next

Configure the Workday reports. See the [Workday ESG Integration Workday Reports' Configuration \[KB1220842\]](#) article in the Now Support Knowledge Base article in the Now Support Knowledge Base.

### Activate the Workday reports

Activate the corresponding Workday report for each of the metric definitions that is provided by default.

#### Before you begin

Role required: sn\_esg.admin

#### Procedure

1. Navigate to **All > Environmental, Social and Governance > Workday Integration for ESG Management > Workday Reports**.
2. Select and open the report you want to activate.
3. Select the **Active** option.
4. In the **Frequency** field, select the frequency to run the report.
5. Select **Update**.

### Generate webhook registry username and password

Generate a user name and password in your ServiceNow instance to authenticate webhook requests and retrieve the required metric data from the Workday application.

#### Before you begin

Role required: sn\_esg.admin

#### Procedure

1. Navigate to **All > Environmental, Social and Governance > Workday Integration for ESG Management > Webhook Registry**.
2. Select **New**.
3. On the form, fill in the fields.

## Workday webhook registry form

Field	Description
Name	Unique name for the webhook.
Workday instance URL	Workday host URL and tenant name. This URL will be provided by your Workday administrator.
Username	Username that will be generated. This field is automatically set after you generate the username and password.
Password	Password that will be generated to log in to the Workday instance. This field is automatically set after you generate the username and password.
Domain	Domain in which the registry is being created. Select <b>global</b> in this field.

4. Right-click the form header and select **Save**.

5. Select **Generate username and password**.

Copy and record the values of username and password. These values must be specified in the Workday instance to authenticate the webhook requests.

## Activate the metric definitions to track data

Activate those metric definitions for which you want to track or import data.

### Before you begin

Role required: sn\_esg.admin, sn\_esg.program\_manager

### About this task

As part of the Workday ESG integration, 150 automated metric definitions are provided by default. You must activate those metric definitions which are relevant for you and which you want to track. For example, if you want to track the metric data for the number of employees in critical role, then you must activate this particular metric definition.

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Automated metric definitions**.
2. Select the filter icon on the top-right.
3. Select **Advanced view**.
4. In the Advanced view filter conditions, to add a filter, select **and**.
5. Create a condition with **Source is ESG Workday**.
6. Select **Update**.
7. Select and open the metric definition you want to activate.
  - a. Select the Details related list.
  - b. In the **Description** field, provide a brief description of the metric definition.
  - c. In the **Enterprise owner** field, select an enterprise owner.

- d. Select the **Active** option.
- e. Select **Save**.

### Result

The metric definition is now active and the data from this metric definition can be imported.

## Run the entity onboarding job for Workday reports

Run the specified scheduled job to get new entities that may have been added in Workday. Running this job ensures that the entity mapping table is updated.

### Before you begin

At least one [Workday report](#) must be activated.

Role required: admin

### About this task

When you run the *Workday entity onboarding* scheduled job, the job uses the first activated report in the system to invoke Workday. Workday then sends the entity ID in the CSV file along with the activated report value.

### Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. In the **Search** field, enter `workday`.
3. From the filtered search results, select and open the *Workday entity onboarding* scheduled job.
4. Select **Execute Now**.

## Run the Workday data import job

Run the scheduled integration job that runs that pulls data for the activated reports based on the frequency specified in the job.

### Before you begin

At least one [Workday report](#) must be activated.

Role required: admin

### Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. In the **Search** field, enter `workday`.
3. From the filtered search results, select and open the *Workday data import* scheduled job.
4. Select **Execute Now**.

## Run the Workday on demand job

Use the ad-hoc Workday on-demand data import job to pull data for all activated Workday reports.

### Before you begin

Role required: admin

## Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. In the **Search** field, enter `workday`.
3. From the filtered search results, select and open the *Workday on-demand data import* scheduled job.
4. Select **Execute Now**.

## Integrating Microsoft 365 with ServiceNow reporting

The Microsoft 365 for ServiceNow Reporting (`sn_esg_msfoff_intg`) integration provides disclosure reporting capabilities to ESG reporting disclosure managers to seamlessly report ServiceNow ESG Management system data, list reports, charts, pivot, and multi pivot reports using Microsoft Word.

An ESG reporting disclosure manager may need to create disclosures to be transparent with the stakeholders about the impact of their activities. For example, if an organization is planning to engage in an activity that requires them to drill for oil in a protected area, the disclosure manager may create a disclosure that outlines the potential impacts of the activity on the environment and local communities as well as the measures being taken to mitigate those impacts.

This integration allows the reporting managers to view the inventory of the ServiceNow ESG Management data links on the disclosure report and refresh the inserted data to be in synchronization with the latest ServiceNow ESG Management data. An audit trail is also established between the data imported and the ServiceNow instance. The audit trail provides any auditor the ability to click the links in the document and access the source of the data in the ServiceNow instance.

**Note:** This integration is compatible with the desktop version 16.71 (23031200) and the web version 16.0.16412.41005 of Microsoft Word. However, the charts are not interactive in the web version. This means that you cannot modify the chart colors, formats, and so on. The supported Windows Office version is 2303 (Build 16130.20394).

You can also change the format, style, and colors of the imported data. The following chart styles are supported:

### Supported chart styles

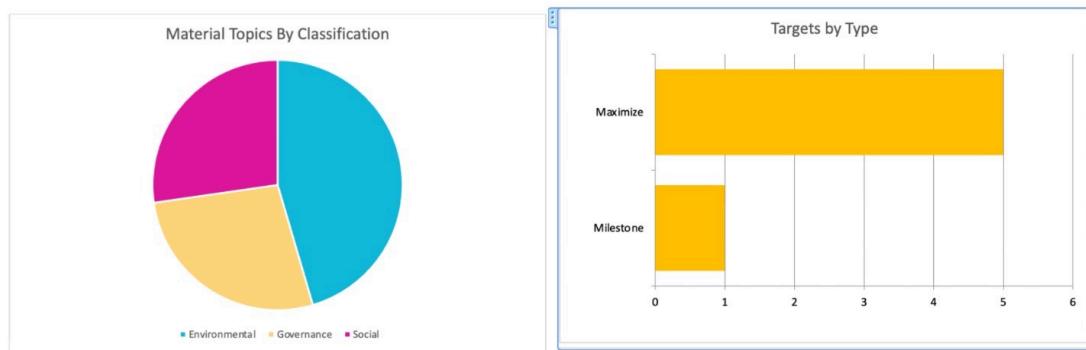
Chart type	Styles supported
Pie chart	<ul style="list-style-type: none"> <li>• Chart color</li> <li>• Display data label</li> <li>• Chart title</li> <li>• Show legend</li> </ul>
Bar chart	<ul style="list-style-type: none"> <li>• Chart color</li> <li>• Display data label</li> <li>• Chart title</li> <li>• X-Axis and Y-Axis</li> </ul>

## Supported chart styles (continued)

Chart type	Styles supported
	<ul style="list-style-type: none"><li>◦ Title</li><li>◦ Title bold</li><li>◦ Display grid</li><li>◦ Label bold</li></ul>
Horizontal bar chart	<ul style="list-style-type: none"><li>• Chart color</li><li>• Display data label</li><li>• Chart title</li><li>• X-Axis<ul style="list-style-type: none"><li>◦ Title</li><li>◦ Title bold</li><li>◦ Display grid</li><li>◦ Label bold</li></ul></li><li>• Y-Axis<ul style="list-style-type: none"><li>◦ Display grid</li><li>◦ Label bold</li></ul></li></ul>

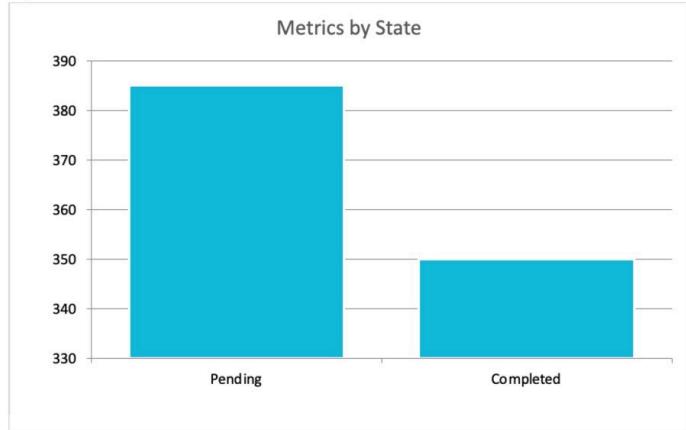
The following image shows how the imported data appears in a document.

## How various types of imported data appears in a document



	Classification	Environmental	Governance	Social	Total
	Priority	Low	Low	Low	
Status					
<b>Green</b>		<b>9</b>	<b>6</b>	<b>1</b>	<b>16</b>
<b>Yellow</b>		<b>3</b>		<b>2</b>	<b>5</b>
<b>Total</b>		<b>12</b>	<b>6</b>	<b>3</b>	<b>21</b>

	Frequency	Annually	Daily	Monthly	Quarterly	Semi-annually	Weekly	Total
<b>Data owner</b>								
Albert Washington		51	9	4			2	66
Happy Singh		1						1
Adam Haro		12		3			2	17
Brandon Hardley			3					3
Felipe Gould		5						5
Gale Nolau		3	1					4
Oliver Jones			20		24	6		50
Rene Dummermuth		6						6
Vall Raman		4						4
<b>Total</b>		<b>82</b>	<b>33</b>	<b>7</b>	<b>24</b>	<b>6</b>	<b>4</b>	<b>156</b>

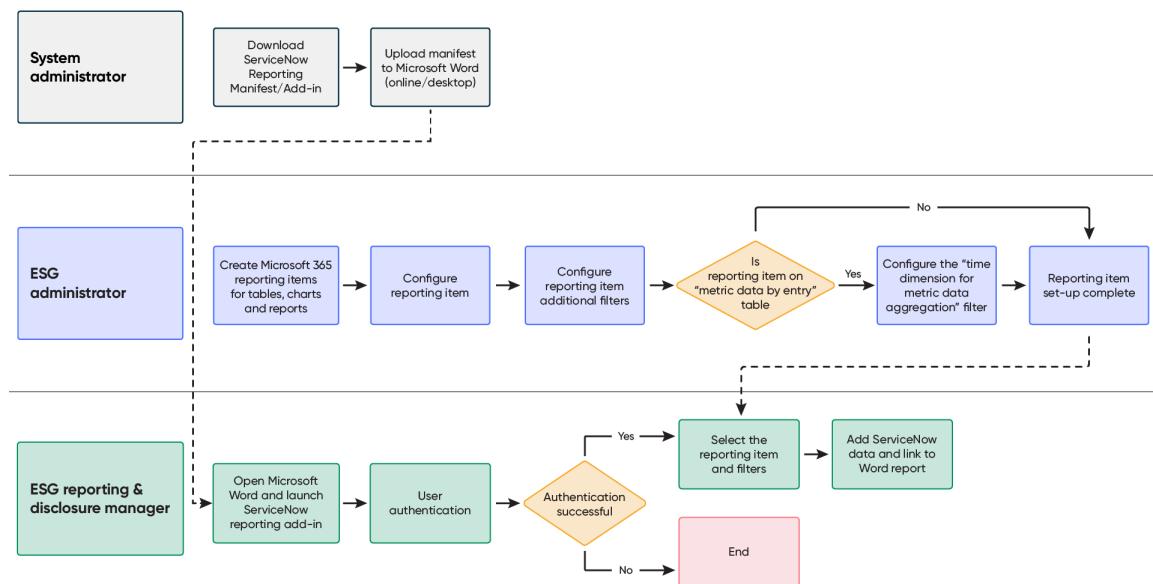


## Workflow of Microsoft 365 for ServiceNow Reporting

The Microsoft 365 for ServiceNow Reporting integration utilizes a workflow that requires participation from multiple user roles such as system administrators, ESG administrators, and disclosure managers. By defining a clear workflow, individuals and teams can better understand their roles and responsibilities and generate the necessary disclosures.

The following figure displays the complete workflow of using the Microsoft 365 for ServiceNow Reporting integration to generate disclosures in a Microsoft Word document.

## Process flow for Microsoft 365 for ServiceNow Reporting integration



To generate Microsoft Word disclosures:

1. Download the ServiceNow Reporting add-in: As a system administrator, download and install the ESG manifest file. A manifest file contains information about the files included in a software application or package. It is used by the software installer to ensure that all the necessary files are installed in the correct locations. At this stage, you must also work with your Microsoft 365 administrator to upload the manifest file to the Microsoft Word application. The Microsoft 365 administrator has the necessary access rights.
2. As an ESG administrator, set up the Microsoft 365 reporting configuration records to specify which tables, reports, and charts from your ServiceNow® instance must be used to import data into your Microsoft Word. You can also specify the columns from a table from which you want to import data.
3. As an ESG administrator, you can configure additional reporting filters. These filters specify at a granular level what data must be imported to the disclosure report from a table.
4. As an ESG reporting and disclosure manager, go to your Microsoft Word document, authenticate yourself, and import the data from your instance to the document. You can alter the formatting of the data according to your preferences.

### Install the ServiceNow Reporting add-in

Install the ServiceNow Reporting add-in to your Microsoft Word document. This add-in is required to import reports and data from your ServiceNow® instance to Microsoft Word documents to create disclosure reports.

#### Before you begin

Ensure that the following plugins are activated:

- sn\_esg
- sn\_esg\_msff\_intg
- sn\_outlook\_addin

Role required: sys\_admin

## Procedure

1. Navigate to **All > ServiceNow Add-Ins for Office > Office Add-In Manifests**.
2. From the Office Manifests list, select **ServiceNow Reporting**.
3. Select **Download Manifest**.
4. To enable the add-in, contact your Microsoft 365 account manager who can use the manifest file you downloaded in step 3.

## What to do next

For detailed instructions on how to deploy the manifest file, see the [Deploy add-ins in the Microsoft 365 admin center \[KB1307378\]](#) article in the Now Support Knowledge Base.

To configure the HTTP response headers for add-in for Microsoft Word in the browser, see the [Response header resolution \[KB1434453\]](#) article in the Now Support Knowledge Base.

## Set up Microsoft 365 reporting configuration

Set up the Microsoft 365 reporting configuration records to specify the data points and reports that you want to import in to a Microsoft Word document for disclosure reporting purposes.

### Before you begin

Role required: sn\_esg\_mssoff\_intg.admin

### About this task

Data is imported into a Microsoft Word document for disclosure reporting purposes. You must specify which tables and reports from your ServiceNow instance must be used to import data into your Microsoft Word. You can also specify the columns from a table from which you want to import data. Only those reports that are either created by or shared with the ESG administrator are available for selection.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Microsoft 365 Reporting Integration > Reporting Configurations**.
2. From the Microsoft 365 reporting configurations list, select **New**.
3. On the Microsoft 365 reporting configuration form, fill in the fields.

### Microsoft 365 reporting configuration form

Field	Description
Business domain	Domain from where the configuration is created. This field is automatically set to ESG.
Reporting item	Name of the configuration. For example, if you want to get data about your ESG goals in your word document, you can provide a name such as My ESG goals.
Source type	Source from which you want to fetch the data. The choices are as follows:

Field	Description
	<ul style="list-style-type: none"> <li>◦ <b>Table:</b> Select this option when you want to import data from a table.</li> <li>◦ <b>Report:</b> Select this option if you want to import data from a predefined report or chart. For more information on how to create a report, see <a href="#">Create a report with Analytics Q&amp;A</a>.</li> </ul> <p><b>i Note:</b> Only list reports, pivot reports, multi-level pivot reports, horizontal and vertical bar charts, and pie charts are available for selection. Stacked bar charts and grouped bar charts are not supported.</p>
Source table	Source table to fetch data from. This field only appears when <b>Table</b> is selected from the <b>Source type</b> field.
Filter	Filter conditions to filter the records. This field only appears when <b>Table</b> is selected from the <b>Source type</b> field.
Columns	Column from the table whose values are to be inserted. This field only appears when <b>Table</b> is selected from the <b>Source type</b> field.
Source report	Available report to be inserted in the disclosure report. This field only appears when <b>Report</b> is selected from the <b>Source type</b> field.
Active	Option to indicate if the record is active. Only active records are available for selection in the document.
Track configuration	Option to track any changes made to the data inserted using configuration and log those changes in the log table.

#### 4. Select **Submit**.

#### What to do next

Add additional reporting configuration filters to the reporting configuration. These filters help to fetch the data into your Microsoft Word disclosure report. For more information, see [Add additional reporting configuration filters for a Microsoft 365 configuration record](#).

#### Configure a business domain role

Configure the business domain roles so that users of a particular domain can select the domain for which they want to import the data. Only those users who are added during the configuration are able to view the domain on the Microsoft Word document.

#### Before you begin

Role required: sn\_esg\_mssoff\_intg.admin

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Microsoft 365 Reporting Integration > Business Domains**.
2. Select the default ESG domain name record.
3. Select the **Roles** field.
4. Add or remove the roles as required.
5. Select **Update**.

## Add additional reporting configuration filters for a Microsoft 365 configuration record

Add additional reporting filters to specify at a granular level what data must be imported to the disclosure report from a table.

### Before you begin

Role required: sn\_esg\_msfoff\_intg.admin

### About this task

When you specify that you want to import data from a particular table, you must also specify from which exact record of the table you need the data. For example, assume that you specify that you want to fetch data from the sn\_gf\_goal table. This table may have multiple records. Therefore, you must specify the exact record from which you want to fetch the data. You can specify as many filters as you require.

## Procedure

1. Navigate to **All > Environmental, Social, and Governance > Microsoft 365 Reporting Integration > Reporting Configurations**.
2. Open the record for which you want to add the additional reporting configuration filters.
3. On the Microsoft 365 reporting configuration filters related list, select **New**.
4. On the form, fill in the fields.

### Microsoft 365 reporting configurations filter form

Field	Description
Reporting configuration	Name of the configuration to which you're adding additional filters. This field is automatically set.
Field name	Name of the field from which data must be fetched. For example, for the goals table, you can specify the <b>Name</b> field. If you select name, then all the names of the goals are available for selection during data import.
Order	Order of the field as it would appear on the add-in pane of the document.
Aggregate on time dimension	Option to aggregate the report configuration source table data based on the chosen time dimension. For more information about this option, see the example in the procedure. This field only

Field	Description
Time dimension	<p>appears when the <b>Field name</b> has <b>Time dimension</b>.</p> <p>Time dimension for which data must be aggregated. The list of time dimensions are:</p> <ul style="list-style-type: none"> <li>◦ Year</li> <li>◦ Semi-annual</li> <li>◦ Quarter</li> <li>◦ Month</li> <li>◦ Week</li> <li>◦ Date</li> </ul> <p>Select the dimensions according to your requirement and move them from the Available list to the Selected list.</p> <p><b>i Note:</b> This field only appears when the <b>Aggregate on time dimension</b> option is selected.</p>

## 5. Select **Submit**.

### Result

The configuration data is now ready to be imported in to your add-in.

### Example: Data aggregation for entities

If an ESG reporting disclosure manager wants to understand the total emissions for an entire year for a particular location and if the location has sub-locations, you can also aggregate the data and use it for reporting purposes. For example, consider that your organization has a location Japan. Japan, in turn, has two sub locations, Tokyo and Kyoto. Assume that you want to find your total yearly Scope 1 emissions for the year 2022 for Japan. Using the time dimensions feature, you can aggregate your data and get a view of your total emissions for a year. You can also aggregate the data for a quarter, week, or a month depending on your reporting requirements. The metric data is aggregated at frequencies higher than the metric data collection frequency. To achieve this, in the **Source table** field, select **Metric data by entity [sn\_grc\_metric\_data\_by\_entity]** and select the **Aggregate on time dimension** option, and select the time dimension field from the source table.

## Add the ServiceNow Reporting add-in into Microsoft Word

Before you can import data into your Microsoft Word document to create your disclosure reports, you must add the ServiceNow Reporting add-in to your Microsoft Word.

### Before you begin

Role required: Any user of the Microsoft Word document.

### Procedure

1. Open the Microsoft Word application.
2. On the menu bar, select **Insert**.
3. Select **Add-ins**.

4. Select **ADMIN MANAGED**.
5. Select the **ServiceNow Reporting** add-in.
6. Select **Add**.

### **Result**

The Microsoft 365 for ServiceNow Reporting integration is activated and the following buttons are available on the Microsoft Word document in the **ServiceNow Reporting** add-in.

- **Insert Link**
- **Manage Links**

### **Import data in to a Microsoft Word disclosure report**

Import and insert data such as ESG data points and reports into a Microsoft Word disclosure report document from a ServiceNow instance. You can only import and insert the data that is configured in your reporting configurations.

#### **Before you begin**

Role required: sn\_esg\_msff\_intg.reader

#### **Procedure**

1. Navigate to the Microsoft Word document in which you want to insert data.
2. On the ribbon, select **Insert Link**.  
On the right side pane, the ServiceNow log in screen appears.
3. To log in to your ServiceNow instance, select **Log in**.
  - a. A message is displayed that states that ServiceNow Reporting will display in a new window, select **Allow**.
  - b. On the ServiceNow login screen, provide your credentials.
  - c. Select **Allow**.
4. To insert an ESG data point from a table into the document, move the cursor at the point where you want to insert data.
  - a. Select the **Data** tab on the right side pane.
  - b. The **Business domain** field is set to **ESG**.
  - c. In the **Reporting Item** field, select the Microsoft 365 reporting configuration record you want to insert.  
The additional filters dynamically appear based on the configuration record selected.
  - d. In the **Value to insert** field, select the column from which you want to insert data.
  - e. Select **Add**.
5. To insert a report, move the cursor at the point where you want to insert data.
  - a. Select the **Table** tab on the right side pane.
  - b. The **Business domain** field is set to **ESG**.
  - c. In the **Reporting item** field, select the configured report that you want to insert.
  - d. Select **Add**.

The data is inserted in to the disclosure report document. The inserted text takes the formatting of the document. You can modify the formatting as required.

6. To insert a chart, move the cursor at the point where you want to insert the chart.
  - a. Select the **Chart** tab on the right side pane.
  - b. The **Business domain** field is set to **ESG**.
  - c. In the **Reporting item** field, select the configured report that you want to insert.
  - d. Select **Add**.

The chart is inserted in to the disclosure report document. The inserted chart can be modified according to your preferences. For example, you can change the colors, the type of chart and so on.
7. To view the details of any record that is inserted in the document, select the content control, and then select **Open link**.
8. To view the list of all ServiceNow links that you've inserted in the report and obtain the latest data on the document, select **Manage Links**.
  - a. Select the check boxes for the links that you want to refresh.
  - b. Select the refresh icon.  
The data is refreshed while displaying the time of refresh and retaining the formatting of the document.
9. To identify and highlight which content control is selected on the report, select the three vertical dots or the more actions icon.  
The content control is highlighted in the right pane.

## Integrating ESG Management with SAP Concur

Use the ESG integration with Concur to calculate your carbon emissions when your employees travel by car, airplane, and train for business. Tracking these emissions enables you to manage them and take the necessary actions to reduce them.

Business travel is an essential aspect of many organizations. However, such travel often results in the emission of harmful greenhouse gases. SAP Concur is a travel and expense management solution that automates the spend management process. It also integrates with other enterprise systems, such as accounting and financial management software, to provide a complete view of travel and expense data.

When you use the ESG integration with Concur, you can better understand the impact of employee travel on the environment, and calculate the carbon emissions generated when employees travel by plane, train, or car for business purposes. This information can help organizations take steps towards reducing their carbon footprint and promoting environmentally sustainable practices. Using this integration, you can import travel data for employees for Scope 3 emission calculation and avoid manual data entry.

To track the emissions, by default, the following metric definitions are provided in inactive state:

- Total distance travelled by all employees by car
- Total distance travelled by all employees by train
- Total distance travelled by all employees by airplane

You must activate those metric definitions that you require. After you create the necessary connections and credentials and subscribe to the webhook registry, the scheduled jobs that

are provided run and every time there is a trip created or updated in Concur, the data gets imported into ESG Management.

## Install the ESG integration with Concur

You can install the ESG integration with Concur application (sn\_esg\_concur) if you have the admin role. The application includes demo data and installs related ServiceNow® Store applications and plugins if they are not already installed.

### Before you begin

- Ensure that the application and all of its associated ServiceNow Store applications have valid ServiceNow entitlements. For more information, see [Get entitlement for a ServiceNow product or application](#).

Role required: admin

### About this task

The following items are installed with ESG integration with Concur:

- Roles
- Scheduled jobs
- Tables

### Procedure

1. Navigate to **All > System Applications > All Available Applications > All**.
2. Find the ESG integration with Concur application (sn\_esg\_concur) using the filter criteria and search bar.

You can search for the application by its name or ID. If you cannot find the application, you might have to request it from the ServiceNow Store.

In the list next to the **Install** button, the versions that are available to you are displayed.

3. Select a version from the list and select **Install**.

In the Install dialog box that is displayed, any dependencies that are installed along with your application are listed.

4. If you're prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
5. Optional: If demo data is available and you want to install it, select the **Load demo data** check box.  
Demo data comprises the sample records that describe application features for the common use cases. Load the demo data when you first install the application on a development or test instance.

**Important:** If you don't load the demo data during installation, it's unavailable to load later.

6. Select **Install**.

## Activate the SAP Concur metric definitions

Activate those metric definitions for which you want to track emissions data. By default, three metric definitions are provided to track the emissions generated by employees traveling by airplane, car, and train.

### Before you begin

Role required: admin

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > ESG Workspace > Lists > Automated metric definitions**.
2. Select the filter icon on the top-right.
3. Select **Advanced view**.
4. In the Advanced view filter conditions, to add a filter, select **and**.
5. Create a condition with **Source is ESG SAP Concur**.
6. Select **Update**.
7. Select and open the metric definitions you want to activate.
  - a. Select the Details related list.
  - b. Select the **Active** option.
  - c. Select **Save**.

## Create a connection for SAP concur event subscription service

Create connection and credential records for the ESG integration with Concur so that you can establish a new connection.

### Before you begin

Role required: sn\_esg.admin

### Procedure

1. Navigate to **All > Environmental, Social, and Governance > SAP Concur > Connection and Credentials Alias**.
2. Select **SAP Concur Event Subscription Service**.
3. On the Connection and Credentials Aliases form, select the **Create New Connection & Credential** related link.  
Contact your Concur administrator to obtain the information for the required fields.
4. On the form, fill in the fields.

### Create Connection and Credential form

Field	Description
Connection information	
Name	Name of the OAuth connection.
Connection URL	Concur Connection URL.
Version	Version of the API. This field is automatically set to <b>v4</b> .

Field	Description
Credential information	
Token URL	Concur OAuth Server's token endpoint.
Client ID	OAuth Client ID configured in Concur.
Client Secret	OAuth Client Secret configured in Concur.

**5. Select **Create and Get OAuth Token**.**

**Result**

The Oauth token is created successfully.

### Create a SAP Concur webhook registry

Create a webhook registry to be notified whenever a trip is either created or modified in SAP Concur.

**Before you begin**

Role required: sys\_admin

**Procedure**

1. Navigate to **All > Environmental, Social, and Governance > SAP Concur > Webhook Registry**.
2. Select **New**.
3. On the form, fill in the fields.

#### SAP Concur webhook registry form

Field	Description
Name	Name of the registry. For example, ESG integration.
Path	This field is automatically set.
Token	Select a token.

4. Right click the form header and select **Save**.
5. Select **Callback URL**.
6. Copy the URL that is generated.
7. Select **Submit**.

### Create a webhook subscription

Webhooks are used to simplify communication between two applications. Create a webhook subscription to connect to Concur through webhook.

**Before you begin**

Role required: sys\_admin

## Procedure

1. Navigate to **All > Process Automation > Flow Designer**.
2. Select **Actions**.
3. Using the **Search** field, search for Create webhook subscription.
4. Select **Create webhook subscription**.
5. Select **Test**.
6. In the Test Action dialog box fill in the fields.
  - a. In the **Name** field provide a name for the test.  
Ensure that the name has no spaces and special characters.
  - b. In the **Endpoint** field, paste the URL that you generated when you created the SAP webhook registry.
  - c. In the **Topic** field, select **Public.concur.travel.itinerary**.
  - d. Select **Run Test**.

## Run the entity onboarding job for SAP Concur

Run the specified scheduled job to get new entities that may have been added in Concur. Running this job ensures that the entity mapping table is updated.

### Before you begin

Role required: admin

## Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. Search for the **SAP Concur entity onboarding** scheduled job.
3. Select **Execute Now**.

## Run SAP Concur trip data import scheduled job

Run the trip data import scheduled job to obtain the trip data from Concur. The trip data consists of details such as the distance traveled, trip start date and end date, and so on. This job runs automatically but can also be executed manually.

### Before you begin

Role required: admin

## Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. Search for the **SAP Concur trip data import** scheduled job.
3. Select **Execute Now**.

## Run SAP Concur data import scheduled job

The data import scheduled job automatically runs monthly and can also be executed manually. When this job runs, it aggregates the data from the SAP Concur trip data staging

table based on the trip end date and creates metric data for the respective metric definitions.

## Before you begin

Role required: admin

## Procedure

1. Navigate to **All > System Definition > Scheduled Jobs**.
2. Search for the **SAP Concur data import** scheduled job.
3. Select **Execute Now**.

## Overview pages in the ESG Workspace

In the ESG Workspace, you can view various dashboards and relevant data based on the overview pages of records. The data displayed is based on the user role of the users.

## Goals overview in the ESG Workspace

Goals refer to objectives that an organization sets for itself to make an impact on their ESG initiatives. They help you to track your progress toward the material topics that you have identified.

When you create a goal, the overview page of the goal displays the summary of all the relevant information for the goal. To view the goals overview page for a goal, navigate to **ESG workspace > Program setup > Goals**. You can then select and open the goal for which you want to view the information.

The following sections are displayed on this page:

- Description
- Tracking
- Programs/Projects if you integrate with Project Portfolio Management.
- Risk and Compliance Posture if you integrate with Integrated Risk Management.
- Goals and Targets Hierarchy

The following image shows the overview page for a single goal.

## Goal overview page

### 100% Carbon Neutral by 2025

Classification Status Owner State  
Environmental Green Karla Ken In Progress

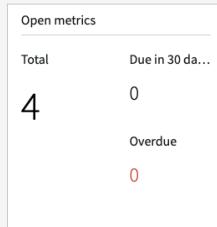
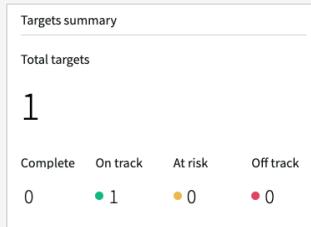
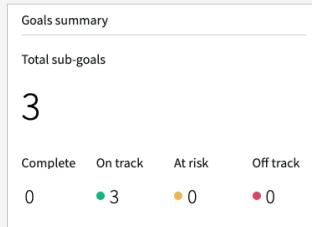
Overview Details Programs/Projects Material Topics (2) Entities (1) Sub-goals (3) Targets (1) Metric Definitions (4) more ▾

#### Description

100% Carbon Neutral by 2025

[Direct view ▾](#)

#### Tracking



#### Programs/Projects

Programs/Projects	Type	Description	State	Manager
Project: Milestones for net-zero carbon	Project	Milestones for net-zero carbon	Open	Chris
Program: Sustainability program: Ne...	Program	Sustainability program: Net zero acro...	Work in Progress	Ailee
Project: Carbon Neutral Supply Chain	Project	Carbon Neutral Supply Chain	Work in Progress	Chris
Project: Carbon Offset	Project	Carbon Offset	Work in Progress	Paul
Project: Carbon Neutral Facilities	Project	Carbon Neutral Facilities	Work in Progress	Paul

Showing 1-5 of 5

1 ← → 5 rows per page

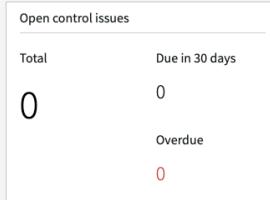
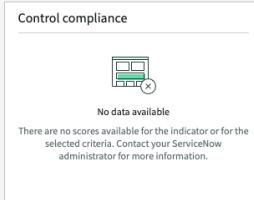
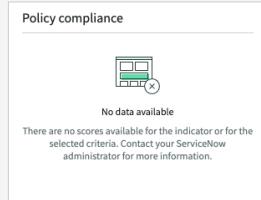
#### Programs/Projects due in 30, 60, 90 days



No data available

There are no scores available for the indicator or for the selected criteria. Contact your ServiceNow administrator for more information.

#### Risk and Compliance Posture



## Description

This section displays the description of the goal. For example, Aim to be 100% carbon neutral by 2025.

## Tracking

When you create a goal, you can associate an entity with the goal to enable tracking. You can view the following sections:

- **In-scope entities:** By associating an entity, you can identify who is responsible for the goal. This section shows the number of entities associated with the goal.
- **Goals summary:** Displays the total number of sub-goals associated with the goal. This section also shows the numbers of completed goals, the number of goals on track, the number of goals at risk, and the number of goals that are off-track.

- Targets summary: Displays the total number of targets. This section also shows the numbers of completed targets, the number of targets on track, the number of targets at risk, and the number of targets that are off-track.
- Metrics: Displays the different metrics associated with the goal. You can also see the number of metrics that are due in 30 days and the number of metrics that are overdue.

You can filter the tracking section to view the data only for the goal. You can see the roll up view to view the data of all the sub-goals. The default view is the roll up view.

## Programs/Projects

The programs and projects section only appears if you integrate with Project Portfolio Management. In this section, you can view the projects and programs associated with the goals. You can view the managers and states of these projects and programs.

## Risk and Compliance Posture

The risk and compliance posture sections only appears if you integrate with Integrated Risk Management. In this section, you can view the following information:

- Policy compliance: The status of compliant and non-compliant policies.
- Control compliance: The status of compliant and non-compliant controls.
- Risk profile: Risk status of the goal based on the risk assessment.
- Open control issues: The number of open issues related to the goal.

## Goals and Targets Hierarchy

In the Contextual side panel, you can view the main goal, the associated sub-goals, and their statuses.

## Disclosure overview in the ESG Workspace

The **Overview** tab for the disclosure records in the ESG Workspace is designed for different users to view the state and summary of the disclosures.

The new ESG Workspace is enhanced to ease the way that you perform your daily tasks. The list view in the workspace shows a simplified list of all the modules. You can access the disclosures by navigating to **Disclosures** in the List view.

Click a disclosure in the List view to display the details of the disclosure. The top section displays the title of the disclosure, the type of the disclosure, its state, and the owner that the disclosure is assigned to.

## Sections in the Disclosure Overview tab

The Disclosure Overview tab displays the following sections:

- State
- Disclosure summary

## Disclosure Overview tab

The State section displays the stepper component for the disclosure. The stepper component displays the completion of various states of the disclosure such as Draft, Work in Progress, Review, and Completed.

The Disclosure summary section displays the goals that are listed in the disclosure. Each goal record displays the metric, period, and unit associated with the disclosure. For example, the goal listed in the disclosure for a particular organization is to reduce its carbon footprint and aspire to be 100% Carbon Neutral by 2025. The metric to measure the goal is the criteria defined in the Scope 1 GHG emissions. The unit to measure the metric is Metric tons of carbon dioxide for the given period.

If you want to export the data in the disclosure to an Excel spreadsheet, click **Export to excel** in the Disclosure summary section.

## ESG Management reference

The following sections show the roles, tables, and properties installed with the ESG Management application.

## Components installed with ESG Management

Several types of components are installed with the ESG Management application and the GRC: Metrics application.

### Roles

The following roles are installed with the ESG Management application.

**Note:** For the tables and roles installed with the GRC: Metrics application, see [Components installed with the GRC: Metrics application](#).

### Roles installed with ESG Management

Role	Description	Privileges	Contains
sn_esg.admin	Manages all the items within the application and	Users with this role can read, write,	sn_esg.program_manager, sn_esg.integrations_admin, sn_esg.internal_admin,

## Roles installed with ESG Management (continued)

Role	Description	Privileges	Contains
	configures the set up for ESG integrations.	<p>update, and delete the following:</p> <ul style="list-style-type: none"> <li>• Material topics</li> <li>• Goals</li> <li>• Targets</li> <li>• Metric definitions</li> <li>• Metrics</li> <li>• Metric data</li> <li>• Metric data task</li> <li>• Disclosures</li> <li>• Authority documents</li> <li>• Citations</li> <li>• Citations and metric definitions from the ESG content accelerator application</li> <li>• Risk assessment factors</li> <li>• Update and publish risk assessments methodologies</li> </ul>	sn_grc_metric.admin, sn_esg.internal_disclosure_manager, report_user, sn_esg_mssoff_intg.admin,  If the ESG Risk Management plugin is activated, sn_risk_advanced.ara_admin, and sn_risk.manager roles are installed. If the com.snc.multiprovider_documents plugin is activated, the mp_document_user role is added.
sn_esg.metrics_manager	Manages metric in the ESG workspace.	<p>Users with this role can read the following:</p> <ul style="list-style-type: none"> <li>• Material topics</li> <li>• Goals</li> <li>• Targets</li> <li>• Metric data</li> <li>• Metric data task</li> <li>• Authority documents</li> <li>• Citations</li> </ul> <p>These users can read, write, update, and delete the metrics</p>	sn_esg.reader, sn_grc_metric.manager

## Roles installed with ESG Management (continued)

Role	Description	Privileges	Contains
		definitions and metrics.	
sn_esg.reporting_disclosure_manager	User manages disclosure report in the ESG workspace.	<p>Users with this role can read the following:</p> <ul style="list-style-type: none"> <li>• Material topics</li> <li>• Goals</li> <li>• Targets</li> <li>• Metric definitions</li> <li>• Metrics</li> <li>• Metric data</li> <li>• Metric data task</li> <li>• Authority documents</li> <li>• Citations</li> </ul> <p>These users can read, write, and update the disclosures. These users can only delete those disclosure that they have created.</p>	sn_esg.internal_disclosure_manager, sn_esg.reader, report_user, sn_esg_mssoff_intg.reader If the com.snc.multiprovider_documents plugin is activated, the mp_document_user role is added.
sn_esg.data_owner	Data owner role to provide input to the assigned metric data tasks.	<p>Users with this role can read the following:</p> <ul style="list-style-type: none"> <li>• Goals</li> <li>• Targets</li> <li>• Metric definitions</li> <li>• Metrics</li> <li>• Metric data</li> <li>• Authority documents</li> <li>• Citations</li> </ul> <p>These users can read, and update the metric data tasks.</p>	sn_grc_metric.user, workspace_user, sn_gf.goal_user_read, canvas_user, sn_grc_metric.reader, sn_grc_workspace.task_reader,sn_grc_task_writer If the ESG Risk Management plugin is activated, sn_risk_advanced.ara_assessor sn_risk.reader roles are installed.
sn_esg.program_manager	Supports the execution and management of ESG program development,	Users with this role can read, write, update, and delete the following:	sn_esg.reader, sn_gf.epmo_strategy_planner, sn_grc.manager, sn_grc_metric.manager,

## Roles installed with ESG Management (continued)

Role	Description	Privileges	Contains
	implementation, and reporting.	<ul style="list-style-type: none"> <li>• Material topics</li> <li>• Goals</li> <li>• Targets</li> <li>• Metric definitions</li> <li>• Metrics</li> <li>• Metric data</li> <li>• Metric data task</li> </ul> <p>These users can read authority documents, citations, and disclosures.</p>	sn_gf.goal_user, sn_esg.internal_manager  If the ESG Risk Management plugin is activated, sn_risk.reader sn_risk_advanced.ara_approver,sn_ris roles are installed.
sn_esg_risk_mgmt.risk_manager	<p>Manages risk assessments in the ESG domain.</p> <p><b>i Note:</b> This role is available only when the sn_esg_risk_mgmt is installed and activated.</p>	<p>Users with this role can do the following tasks:</p> <ul style="list-style-type: none"> <li>• Create the risk framework</li> <li>• Create risk statements</li> <li>• Create risks</li> <li>• Create the risk scope to generate risks</li> <li>• Initiate risk assessments</li> <li>• Approve risk assessments</li> </ul>	sn_risk.manager

## Tables

The following tables are installed with the ESG Management application.

### Tables installed with ESG

Table	Description
Material Topic (sn_esg_material_topic)	Material topics to define ESG material issues
Unit family sn_grc_metric_unit_family	Categorize and group units

## Tables installed with ESG (continued)

Table	Description
Unit conversion sn_grc_metric_unit_conversion	Set up unit conversion value for From and To units
Emission activity sn_esg_emission_activity	An emission activity is any activity that leads to emissions
Emission factor sn_esg_emission_factor	An emission factor is a coefficient that allows to convert activity data into greenhouse gas (GHG) emissions
Emission factor location sn_esg_emission_factor_location	To capture emission factor at location level
Metric to Goal (sn_esg_m2m_metric_goal)	Association between Metric and Goal
Metric to Target (sn_esg_m2m_metric_target)	Association between Metric and Target
Material Topic to Goal (sn_esg_m2m_material_topic_goal)	Association between Material Topic and Goal
Goal to Disclosure (sn_esg_m2m_goal_disclosure)	Association between Goal and Disclosure
Goal to Citation (sn_esg_m2m_goal_citation)	Association between Goal and Citation
Entity to Goal (sn_esg_m2m_entity_goal)	Association between Entity and Goal
Metric to Disclosure (sn_esg_m2m_disclosure_metric)	Association between Metric and Disclosure
Metric Definition to Disclosure (sn_esg_m2m_disclosure_metric_definition)	Association between Metric Definition and Disclosure

## Tables installed with ESG (continued)

Table	Description
Related URL sn_grc_metric_data_task_url	Used to upload relevant documents and resources for the data task.
Threshold sn_grc_metric_threshold	Threshold used to measure the achieved progress of the metric target. This table is the parent table of sn_grc_metric_threshold.
Metric Threshold sn_grc_metric_metric_threshold	Parent table of sn_grc_metric_metric_threshold
Disclosure Summary (sn_esg_disclosure_summary)	Disclosure summary report to display related information such as citation, metric, metric data) associated to the disclosure. It will be refreshed via a daily scheduled job.
Disclosure (sn_esg_disclosure)	Disclosure of the company's E,S, and G data
Related Document (sn_esg_disclosure_url)	Related document URL associated with the disclosure.
Goal Activity Summary (sn_esg_goal_activity_summary)	Goal activity summary report to display related info in a summarized format. It will be refreshed via a scheduled job.
Goal Summary (sn_esg_goal_summary)	Top level goal information along with related sub-goal and target info
Heatmap Chart Color (sn_esg_heatmap_chart_color)	ESG program manager is able to configure the color for heatmap chart
If Policy and Compliance Management is installed	
Control to Goal (sn_esg_m2m_control_goal)	Association between Goal and Control
Control Objective to Goal (sn_esg_m2m_control_obj_goal)	Association between Control Objective and Goal

## Tables installed with ESG (continued)

Table	Description
Citation to Disclosure  (sn_esg_m2m_disclosure_citation)	Association between Citation and Disclosure
Policy to Goal  (sn_esg_m2m_policy_goal)	Association between Policy and Goal
Base metric definition to citation  (sn_esg_m2m_base_metric_definition_citation)	Association between Base metric definition and Citation
Base metric definition to target  (sn_esg_m2m_base_metric_definition_target)	Association between Base metric definition and Target
Base metric definition to goal  (sn_esg_m2m_base_metric_definition_goal)	Association between Base metric definition and Goal
If Integrated Risk Management is installed	
Risk to Goal  (sn_esg_m2m_risk_goal)	Association between Risk and Goal
Risk Statement to Goal  (sn_esg_m2m_risk_statement_goal)	Association between Risk Statement and Goal
If Policy and Compliance Management is installed	
Metric to Citation  (sn_esg_m2m_metric_citation)	Association between Metric and Citation

## Properties

The following properties are installed with the ESG Management application.

### Properties installed with ESG

Name	Description
glide.ui.sn_esg_disclosure_activity.fields	Disclosure activity formatter fields.
glide.ui.sn_esg_material_topic_activity.fields	Material topic activity formatter fields.

## Scheduled jobs

The following scheduled jobs are installed with the ESG Management application.

## Scheduled jobs installed with ESG

Name	Description
Generate ESG goals summary	This job executes daily at 12 AM. This job clears all existing goals summary and creates new goal summaries for all active goals classified as "environmental,social,governance".
Generate ESG disclosure summary	This job is executes daily once at 12AM. This job deletes existing summary and creates disclosure summary for all types of disclosure like goals,citations,metrics.
Calculate ESG license count	This Job executes daily at 11:00 PM. It calculates the license based on active data in base metric definition where domain area is ESG.
Generate ESG goals activity summary	This job executes periodically for every 12 hours. This job deletes the existing goal activity summary and creates new goal activity summary for all goals classified on "environmental, social, governance".

## Roles installed with the Goal Framework

Several roles are installed with activation of the Goal Framework plugin.

### Roles installed

Role	Description	Contains roles
sn_gf.goal_user_read	Can view the goals. This role can be given to users such as project user and demand user.	None
sn_gf.goal_user	Can create, view, edit, and delete goals, sub-goals, and associated targets.	sn_gf.goal_user_read

Role	Description	Contains roles
	<p><b>i Note:</b></p> <ul style="list-style-type: none"> <li>• A goal or sub-goal can be deleted only by the owner and contributors when the sn_gf.allow_goal_deletion system property is set to <b>Yes</b>.</li> <li>• An associated target can be deleted only by the owner and contributors when the sn_gf.allow_goal_deletion system property is set to <b>Yes</b>.</li> <li>• A goal or target can be edited only by the respective owner and contributors of the goal and target.</li> </ul>	
sn_gf.goal_admin	Can update the goal preferences.	<ul style="list-style-type: none"> <li>• sn_gf.goal_user_read</li> <li>• sn_gf.goal_user</li> </ul>
sn_gf.strategy_planner_read	Can view all strategic plans and strategic values.	None
sn_gf.strategy_planner	<p>Can create, view, edit, and delete strategic plans and strategic values.</p> <p><b>i Note:</b></p> <ul style="list-style-type: none"> <li>• A strategic plan can be edited only by the owner and sponsor of the strategic plan.</li> <li>• A strategic value can be edited only by the sponsor of the strategic plan.</li> </ul>	sn_gf.strategy_planner_read
sn_gf.epmo_strategy_planner	Can create, view, edit, and delete any goal.	<ul style="list-style-type: none"> <li>• sn_gf.goal_user_read</li> <li>• sn_gf.goal_user</li> <li>• sn_gf.goal_admin</li> <li>• sn_gf.strategy_planner</li> </ul>

## Domain separation and ESG Management

Domain separation is supported for ESG Management. Domain separation enables you to separate data, processes, and administrative tasks into logical groupings called domains. You can control several aspects of this separation, including which users can see and access data.

### Support level: Basic

- Business logic: Ensure that data goes into the proper domain for the application's service provider use cases.
- The application supports domain separation at run time. The domain separation includes separation from the user interface, cache keys, reporting, rollups, and aggregations.
- The owner of the instance must set up the application to function across multiple tenants.

Sample use case: When a service provider (SP) uses chat to respond to a tenant-customer's message, the customer must be able to see the SP's response.

For more information on support levels, see [Application support for domain separation](#).

### Overview

Domain separation is useful for users who:

- Enforce absolute data segregation between business entities (data separation).
- Customize business process definitions and user interfaces for each domain (delegated administration).
- Maintain global processes and global reporting in a single instance.

These users can choose to expand or collapse the domain scope to show or hide data from other domains.

**Note:** Users always have access to data from domains that have been explicitly granted to them by domain visibility.

### How domain separation works in ESG Management

While ESG Management supports separation of data, separation of logic and process is not fully supported. Many types of records in the ESG Management application are automatically generated through user processes. Integrations with Project Portfolio Management and GRC Metrics can create and associate data automatically. For records that are automatically and manually generated, the domain of the record is the same as the domain of the user responsible for creating or generating the records. Users must ensure that they are creating and generating records at the right domain level so that they are visible to the right set of users.

For example, suppose you have domains that look like:

- Global
  - Top
    - 1. Domain A
    - 2. Domain B

If you have ESG goals, material topics and targets that you want to be assessed by users in domains A and B, the ESG goals, material topics and targets should be manually created at the global level. If ESG goals, material topics and targets are created in Domain B, you will not be able to use them in Domain A due to indexing.

If you have ESG goals, material topics and targets that you want to be assessed by users in Top and Domain A, you can create the risk or control in Domain A. Unless the ESG goals, material topics and targets are in the Global domain, users must not assign risks or controls in a higher domain to users in a lower domain. In the example given, if you have an ESG goal in the Top domain, you should not assign it to program manager in Domains A or B since those users would not have access to the this goal.

## Domain separated tables

The following is the list of domain separated tables:

- Disclosure
- Disclosure Summary
- Goal Activity Summary
- Heatmap Chart Color
- Composite Metric Definition to Citation
- Composite Metric Definition to Goal
- Composite Metric Definition to Target
- Control to Goal
- Control Objective to Goal
- Citation to Disclosure
- Metric to Disclosure
- Metric Definition to Disclosure
- Entity to Goal
- Goal to Citation
- Goal to Disclosure
- Material Topic to Goal
- Metric to Citation
- Metric Definition to Citation
- Metric Definition to Goal
- Metric Definition to Target
- Metric to Goal
- Metric to Target
- Policy to Goal
- Risk to Goal
- Risk Statement to Goal
- Material Topic

For more information on these tables, see [Components installed with ESG Management](#).

## Use case

ESG data can be separated from the data of other departments. Each business area using the ESG Management application can have separate data that cannot be shared with other departments. Therefore, each department can have its own goals, targets, material topics, and so on. When looking at a goal from the ESG domain, the user can choose to expand the domain scope to show values from the ESG domain or collapse the domain scope to show only goals that match the ESG domain. By default, domain separation adds a domain field to the Task [task] and Configuration Items [cmdb\_ci] tables and their extensions. You can extend domain separation to any new tables you create by adding a sys\_domain field to the table's dictionary definition. By default, the system only domain-separates platform and baseline application tables where appropriate.

**Note:** ServiceNow® does not recommend domain separating platform tables such as any table with the sys\_ prefix such as the Dictionary Entry [sys\_dictionary] and Dictionary Entry Override [sys\_dictionary\_override] tables because it can produce unexpected results.

In this use case, client scripts, business rules, workflows, processes, and so on can be domain-separated. While the behavior offered with domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. This means that some global properties, some global data, and some global processes are shared across all domains. For example, the system's "Remember me" option on the login page is global and cannot be specified per domain. If you need complete and total separation of all system properties and do not require global reporting or global processes, separate instances are the best option.

### Related topics

[Domain separation for service providers](#)