ServiceNow's Governance, Risk, and Compliance (GRC) module is a comprehensive platform designed to help organizations manage their governance, risk, and compliance processes in a streamlined and efficient manner.

**Policy Management**:

* Policies are used to define the rules and standards that an organization follows to manage its governance, risk, and compliance processes.
* Created Policies outline the procedures and processes that should be followed to ensure compliance with laws, regulations, and other requirements.
* can be assigned to specific individuals or groups within the organization.
* The GRC module includes tools for tracking and reporting on policy compliance, as well as for setting and monitoring policy thresholds.
* E.g **Data security policy, Information management policy,** Incident management policy….

**Compliance Management**:-

* GRC module also includes several pre-built compliance reports, as well as the ability to create custom reports.
* Tracking and reporting on compliance activities, as well as setting and monitoring compliance thresholds.

**Risk Management**:-   Within the GRC module, Risk Management offers a comprehensive tool to, identify, document assess, response, report and mitigate risks in a systematic and proactive manner. It gives us ability to a**utomate and streamline risk management processes**

The module also includes tools for tracking and reporting on risk management activities, as well as for setting and monitoring risk thresholds.

Risk assessments, monitor critical risks and controls continuously to quickly identify risk posture changes. Identify, manage, and report risks and other vital information in a single place.

 Audit, Vendor Risk, privacy Management Not Included yet

. Prioritize internal audits using risk data, enhance audit assurance.

Implement privacy policies and acknowledgments to handle the personal data of customers and employees. E.g. the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and the Australian Privacy Act

Benefit

Ability to help organizations manage their governance, risk, and compliance processes in a single, integrated platform. This can help organizations to reduce the risk of errors and oversights, and to improve overall efficiency.

* Transform inefficient process into integrated Risk program internally & Vendor
* Automate and manage policy Lifecycles
* Continuous Monitor Risk and Compliance
* Improved cybersecurity
* Data-driven decision-making
* Industry Recognition and Proven Track Record
* Continuous Improvement

What are Authority Documents :

In ServiceNow's Governance, Risk, and Compliance (GRC) module, authority documents are the documents or sources of information that an organization uses to define and enforce its policies and procedures. Authority documents can be used to provide guidance on how to comply with laws, regulations, and other requirements, and they can be used to set standards and expectations for how an organization should manage its governance, risk, and compliance processes.

Some examples of authority documents that an organization might use in the GRC module include:

1. Laws and regulations: These might include federal, state, and local laws and regulations that apply to the organization.
2. Industry standards: These might include standards or best practices that are specific to the organization's industry.
3. Company policies and procedures: These might include policies and procedures that have been developed by the organization to govern its operations and activities.
4. Guidelines and standards: These might include guidelines or standards that have been developed by external organizations, such as professional associations or industry groups.

Authority documents can be used to provide guidance on a wide range of governance, risk, and compliance issues, and they can help organizations to ensure that they are following best practices and meeting their obligations. The GRC module includes tools for managing and tracking authority documents, as well as for training and educating employees on the documents that apply to them.

How to create Authority Documents :

To create an authority document in ServiceNow's Governance, Risk, and Compliance (GRC) module, follow these steps:

1. Navigate to the Authority Documents tab in the GRC module.
2. Click the "New" button to create a new authority document.
3. Enter the name and description of the authority document.
4. Select the type of authority document from the drop-down menu. The options might include laws and regulations, industry standards, company policies and procedures, or guidelines and standards.
5. Enter the details of the authority document, including the text or content of the document.
6. If the authority document is a legal citation or an industry standard, enter the relevant information about the document, such as the title, number, and date.
7. Attach any relevant documents or files to the authority document.
8. Save the authority document.

Once the authority document has been created, it can be assigned to specific individuals or groups within the organization, and it can be used to support the policies and procedures that are relevant to the organization. The GRC module includes tools for tracking and reporting on authority documents, as well as for training and educating employees on the documents that apply to them.

What are Citations :

In ServiceNow's Governance, Risk, and Compliance (GRC) module, citations are references or links to specific sections of authority documents that are relevant to a particular policy or procedure. Citations can be used to provide more detailed information about the requirements or standards that apply to a particular policy or procedure.

Here are a few examples of citations that an organization might use in the GRC module:

1. Legal citation: This might include a reference to a specific law or regulation that applies to the organization. For example, a citation to the Health Insurance Portability and Accountability Act (HIPAA) might be used to support a policy on data security.
2. Industry standard citation: This might include a reference to a specific industry standard or best practice that applies to the organization. For example, a citation to the Payment Card Industry Data Security Standard (PCI DSS) might be used to support a policy on data security.
3. Company policy citation: This might include a reference to a specific policy or procedure that has been developed by the organization. For example, a citation to the company's data retention policy might be used to support a policy on information management.

Citations can be used to provide more detailed information about the requirements or standards that apply to a particular policy or procedure, and they can help organizations to ensure that they are following best practices and meeting their obligations. The GRC module includes tools for managing and tracking citations, as well as for training and educating employees on the documents that apply to them.

How to create Citations :

To create a citation in ServiceNow's Governance, Risk, and Compliance (GRC) module, follow these steps:

1. Navigate to the Authority Documents tab in the GRC module.
2. Locate the authority document that you want to use as a citation.
3. Click on the authority document to open it.
4. Scroll down to the bottom of the authority document and click the "Create Citation" button.
5. Enter the name and description of the citation.
6. Select the policy or procedure that the citation will be associated with from the drop-down menu.
7. Enter the details of the citation, including the text or content of the citation.
8. If the citation is a reference to a specific section or paragraph of the authority document, enter the relevant information about the section or paragraph, such as the page number or heading.
9. Save the citation.

Once the citation has been created, it can be used to provide more detailed information about the requirements or standards that apply to a particular policy or procedure. The GRC module includes tools for managing and tracking citations, as well as for training and educating employees on the documents that apply to them.

Quick Summary :

* ServiceNow's Governance, Risk, and Compliance (GRC) module is a platform for managing governance, risk, and compliance processes within an organization.
* Policies are used to define the rules and standards that an organization follows to manage its governance, risk, and compliance processes. They can be created and managed within the GRC module and assigned to specific individuals or groups within the organization.
* Authority documents are the documents or sources of information that an organization uses to define and enforce its policies and procedures. Examples of authority documents include laws and regulations, industry standards, company policies and procedures, and guidelines and standards.
* Citations are references or links to specific sections of authority documents that are relevant to a particular policy or procedure. They can be used to provide more detailed information about the requirements or standards that apply to a particular policy or procedure.

Created at Policy and Compliance / Risk Statement