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http://clabs.link/lab132021

WORK at LIGHTSPEED

Improving Assurance Through Audit Automation

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ServiceNow

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ServiceNow

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Agenda

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- GRC/Audit Management Overview
- Lab Prework
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  - Lab 1.2: Add Risks and Controls
  - Lab 1.3: Create Test Templates and Test Plans
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- Lab 3: Execute an Audit Engagement
- Lab 4: Audit Reporting
- Lab 5: Audit Management Overview

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Instance Information

Student Instance admin password: 132021W308#K17

Student Instance Reservation URL: http://clabs.link/lab132021

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Speaker Introduction



Name: Lucky Johnson

Title: GRC Product Specialist

Function: Solution Consulting/Sales

Company: ServiceNow

Experience: 15+ Years in Audit, Risk, Compliance, and Vendor Management , 1+ years in Sales

Expertise: IT Security, Compliance, Audit Management

Achievements: Developed ServiceNow application to manage Critical Incidents for a large financial firm. Product Development for the Vendor Risk Management application

Current Projects: Driving process efficiencies

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Speaker Introduction



Name: Ginnie Carr

Title: Solution Consultant

Company: ServiceNow

Bio: Ginnie started at ServiceNow in January 2016. Prior to ServiceNow, her background includes RMIS consulting and implementation for Marsh Clearsight and Equifax.

Location: Atlanta, GA

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Objectives and What You Will Learn

Objectives

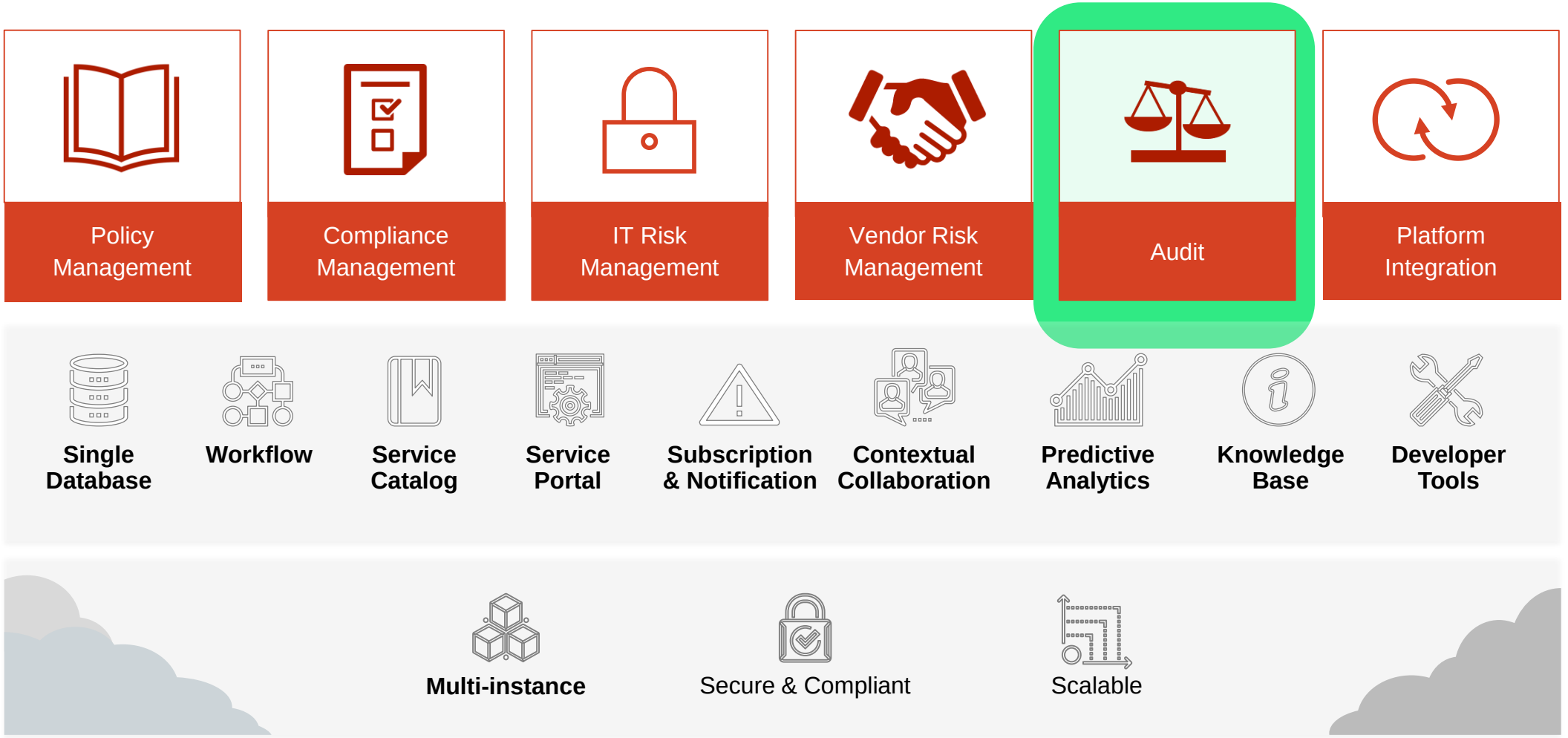
- Build out data to understand relations with the GRC applications.
- Leverage existing system data, such as Risk, Controls, and Indicators to better prepare for and execute an audit.
- Develop and execute an Audit Engagement using existing data.

What you will learn

- How using a single system for a risk and control repository benefits your organization.
- How to use ServiceNow to manage tasks, track status, and report on various GRC data elements.
- Gather key lessons related to defining Profiles, Risks, and Controls.

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ServiceNow Governance, Risk & Compliance (GRC)

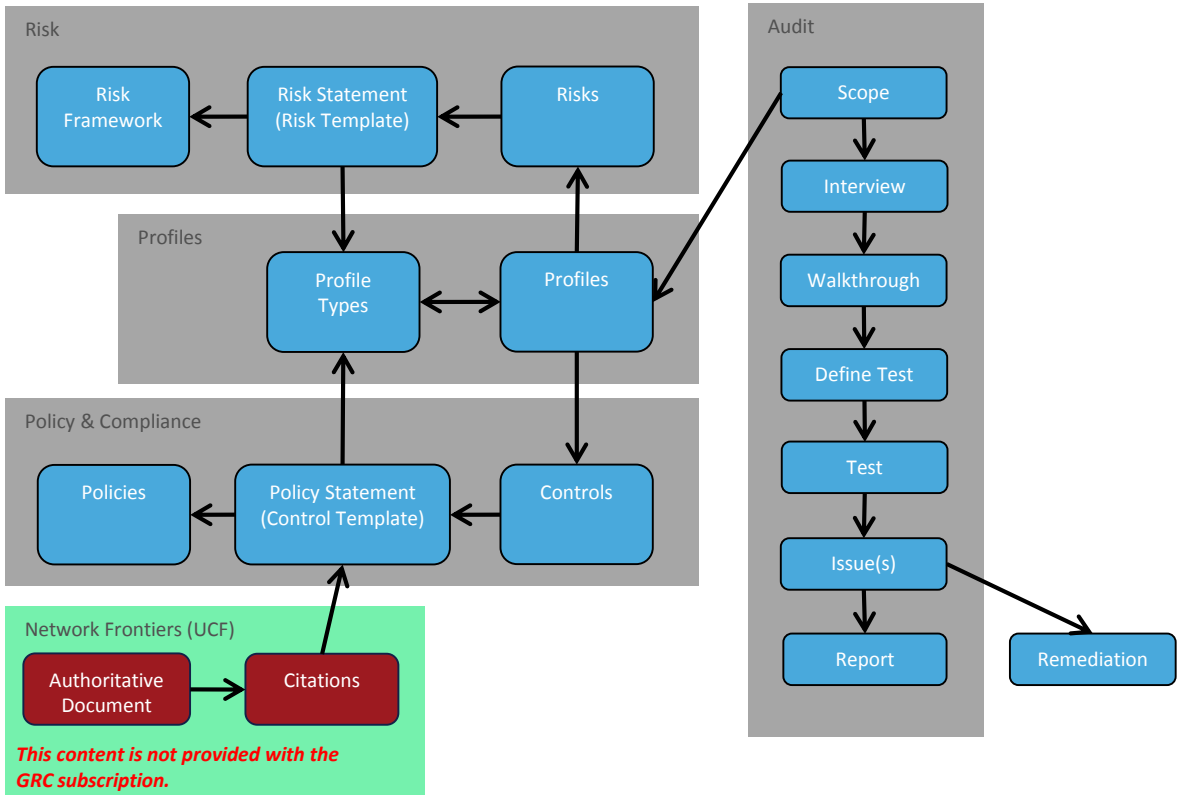


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GRC Document & Profile Architecture

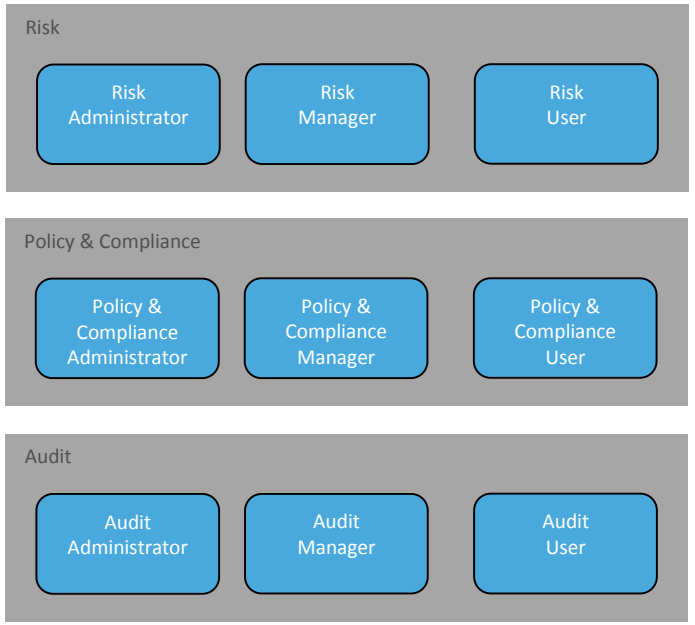
Document Architecture Overview

- The diagram below illustrates how various applications within the GRC application are related within the platform
- Network Frontiers provides UCF content that is licensed by the client, and the Client is required to use the UCF “Common Controls Hub” to select and import authoritative documents and citations.



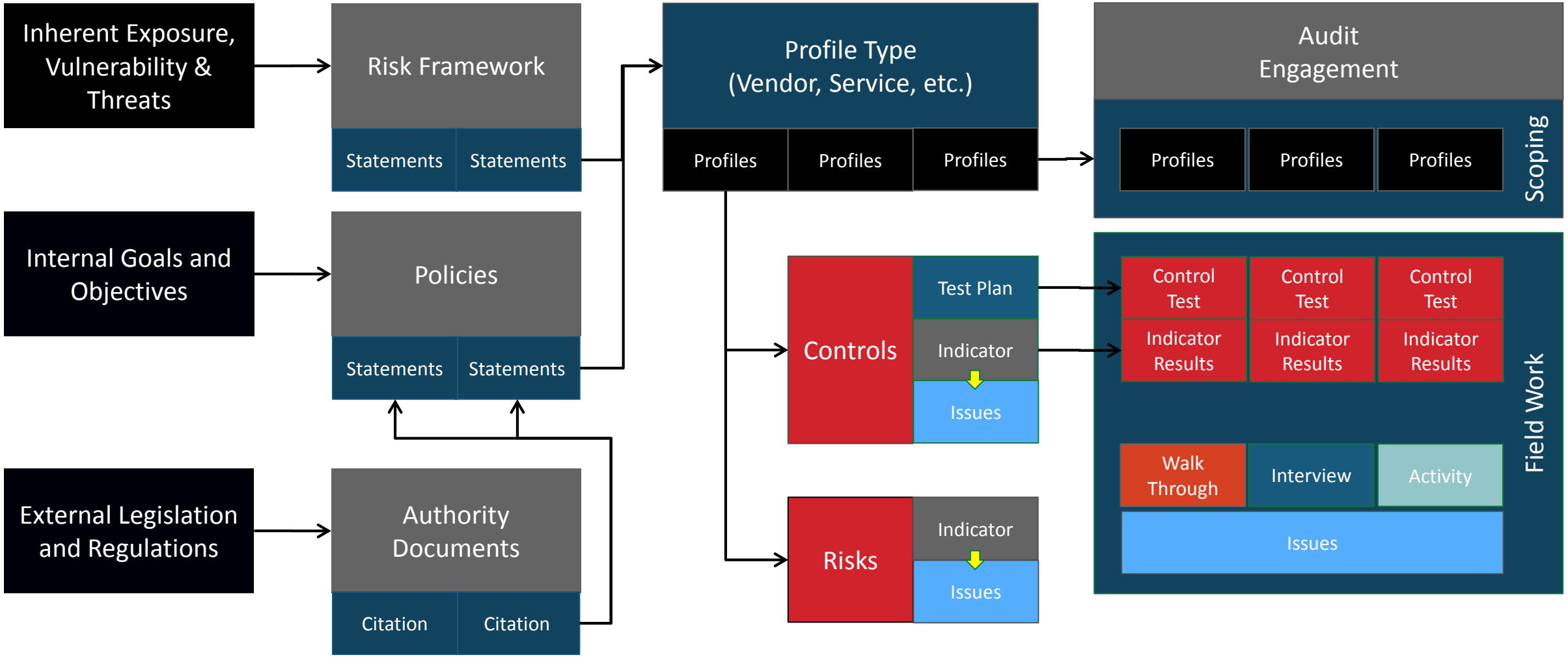
User Profile Architecture Overview

- The diagram below illustrates the various roles within the GRC application
- Each application is restricted within its own area. (i.e., a Risk manager cannot approve an audit engagement.)



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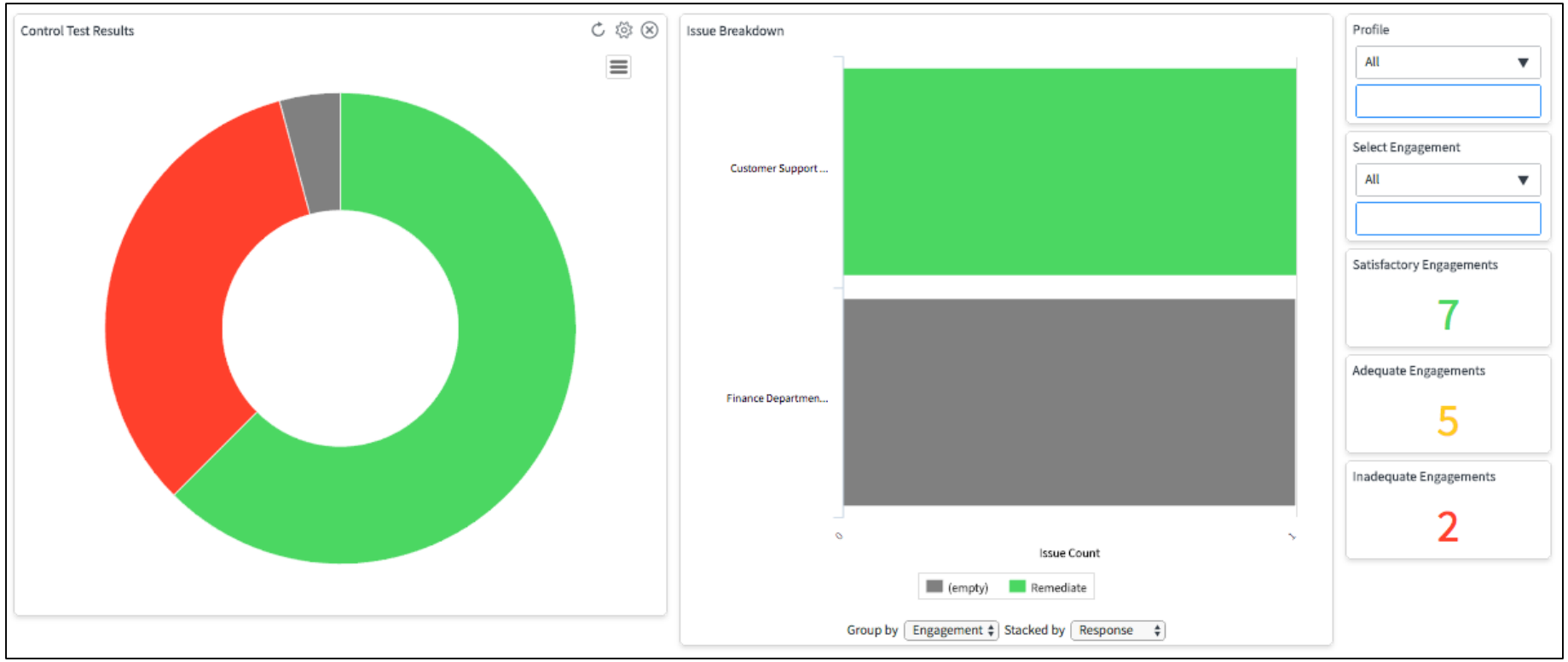
ServiceNow Process Architecture



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Audit Management at a Glance

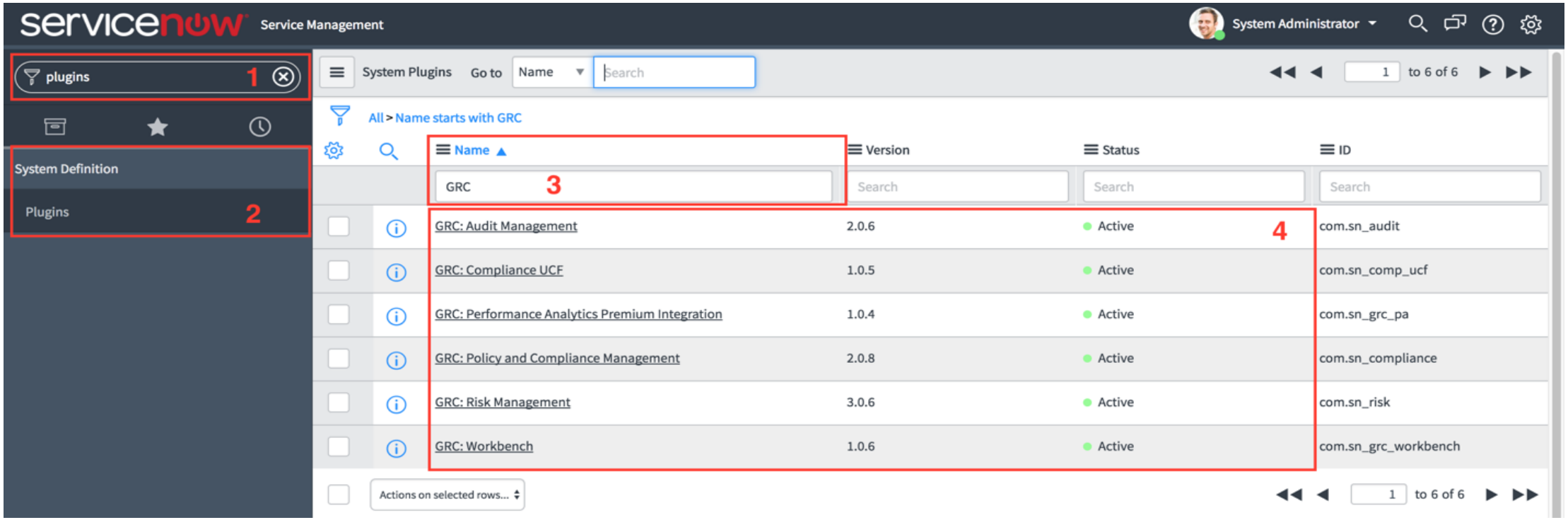
- The **Audit management application** allows customers to leverage existing system data, such as Risk and Controls, along with Indicators to better prepare for and execute an audit.



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Lab Prework

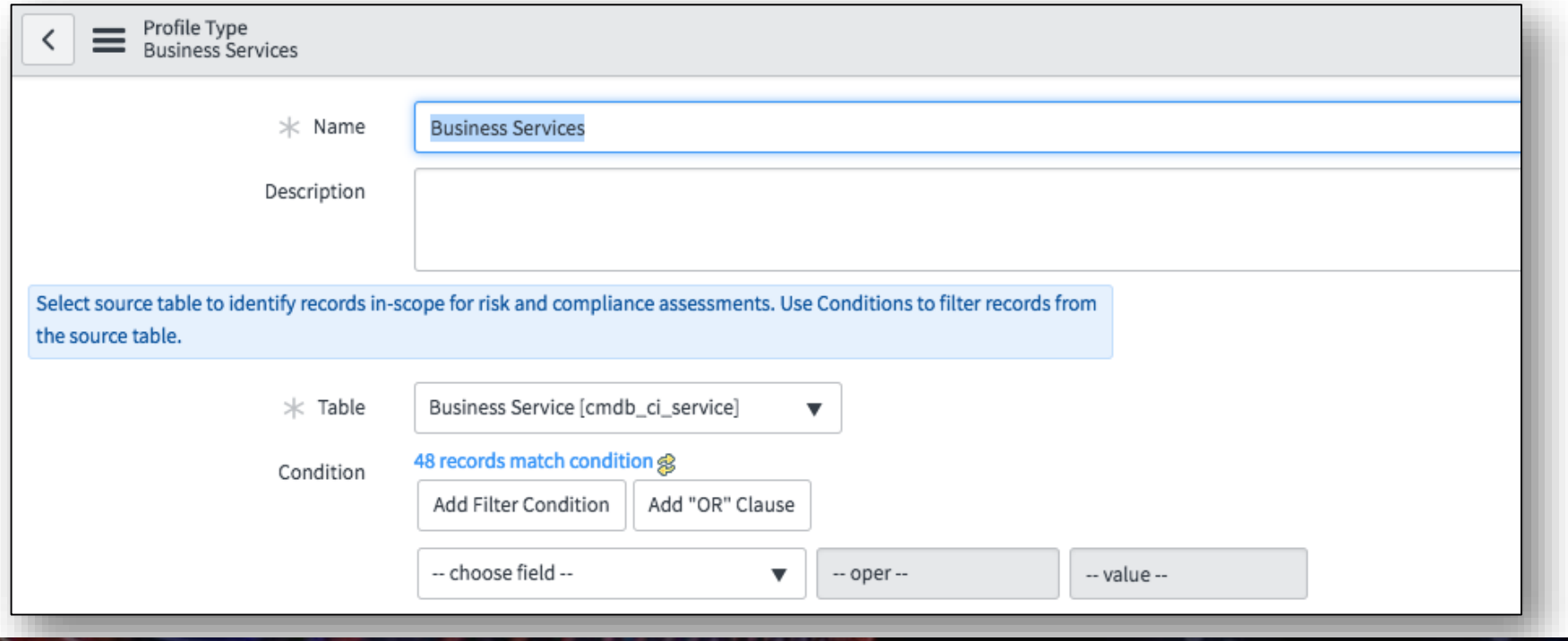
- Make sure you have access to your instance
  Username: admin / Password: Knowledge17
- Verify the necessary plugins are installed



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Lab 1.1: Create Profiles Types and Profile

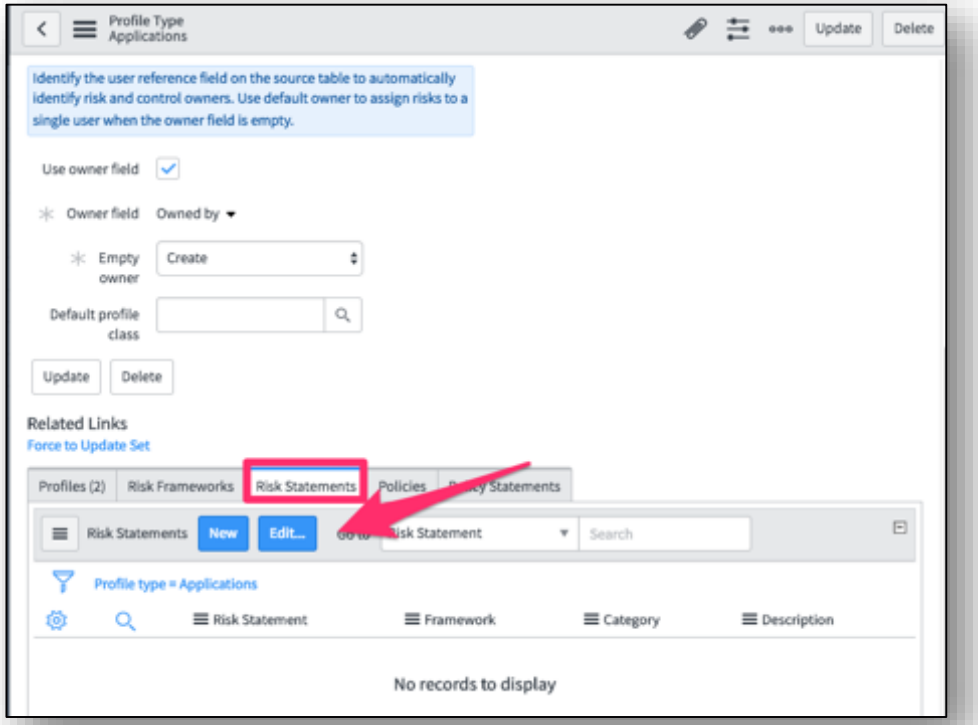
- Profile types are dynamic categories containing one or more profiles
- A profile is defined for a set of records in a table and can belong to many profile types
- Profiles exist for any particular item such as a business service, vendor, demand, software, contract, or any other record in the system
- ***__Note__: Create a shortcut to the profile type.

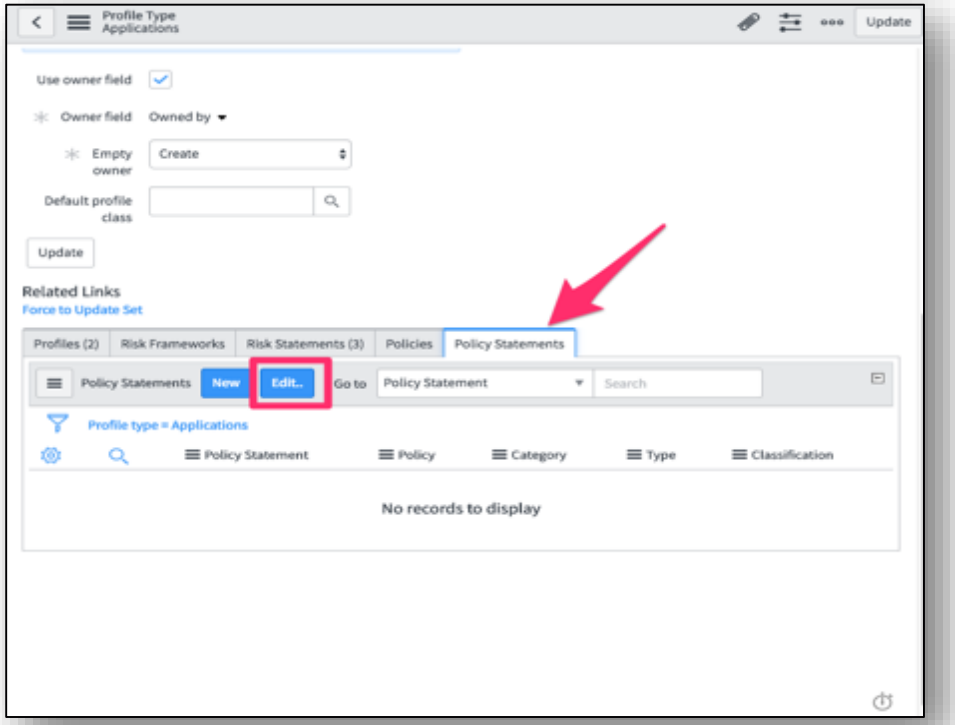


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Lab 1.2: Add Risks and Controls

- Risk Statements & Policy Statements need to be added to the defined Profile Types
- This allows individual controls and risks to be created
- Risk and Policy Statements are the templates used to create and group risks/controls
- Risk Statements can be categorized and associated to Risk Frameworks
- Policy Statements can be categorized and associated to Policy Records as well as mapped to citations

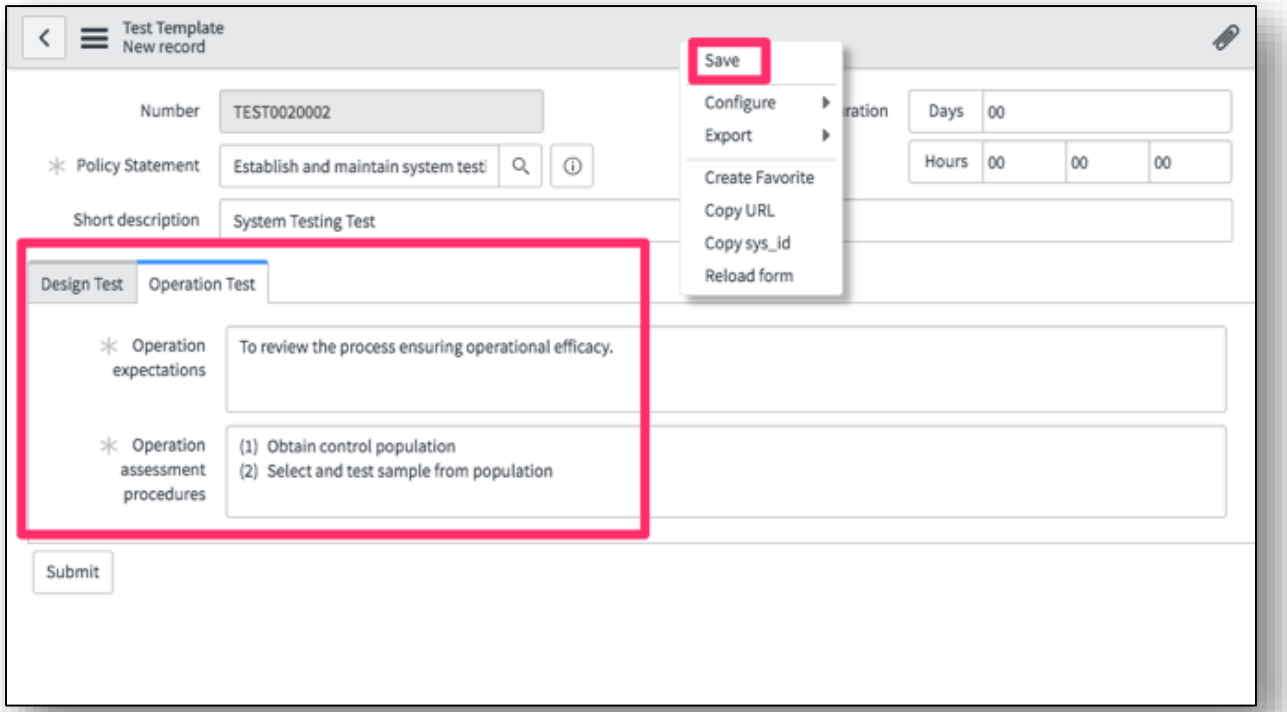




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Lab 1.3: Create Test Templates and Test Plans

- Test templates allow auditors to quickly create many test plans using much of the same testing criteria
- Test plans can be created from scratch or based on test templates and describe how an item is to be tested
- Test Templates and Test plans are associated directly to Policy Statements and Controls

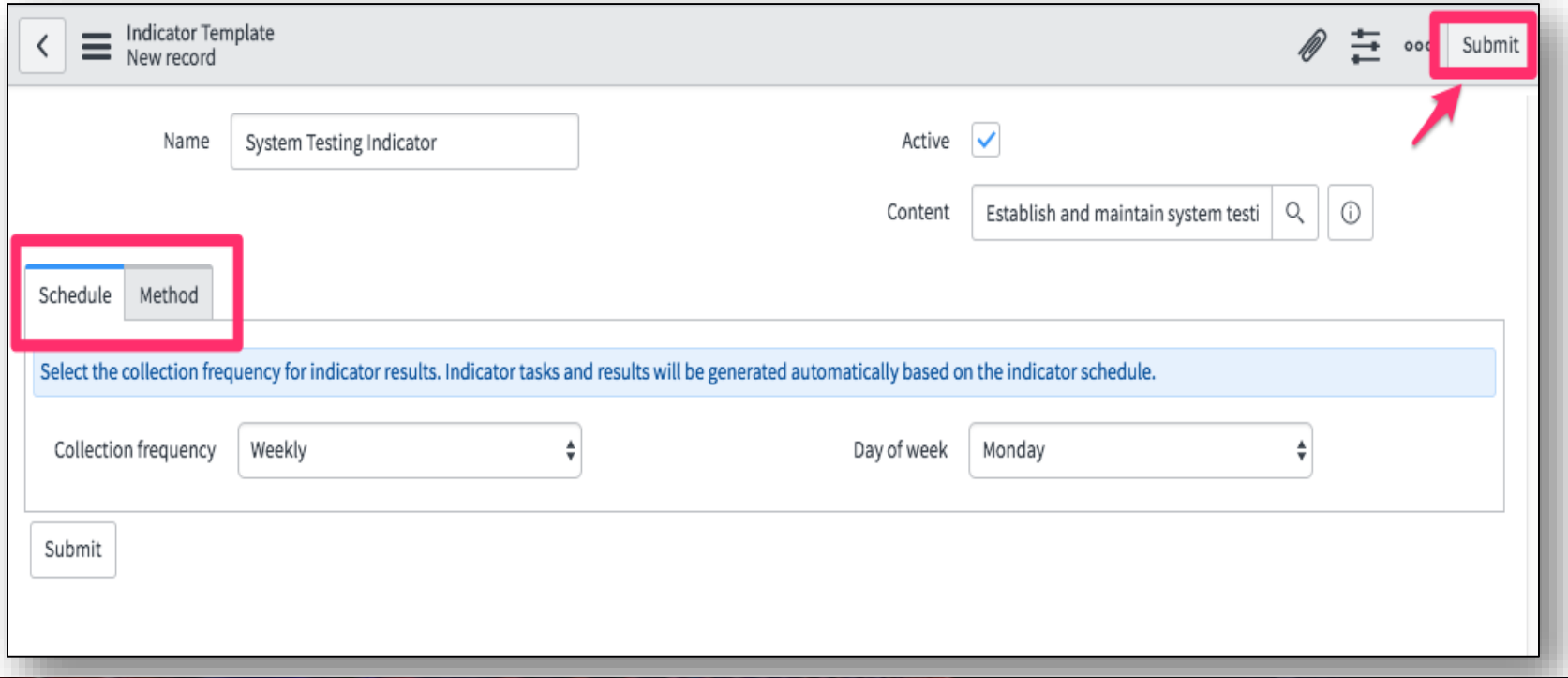


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Lab 1.4: Create Indicator Templates and Indicators

- Indicator templates allow the creation of multiple indicators for similar controls or risks
- Indicators collect data to monitor controls and assess risks, which can later be used as audit evidence
- Indicators monitor a single control or risk

*** Update: The back button will not return you to the Profile record. (p.29 step 21, p35 step 38)

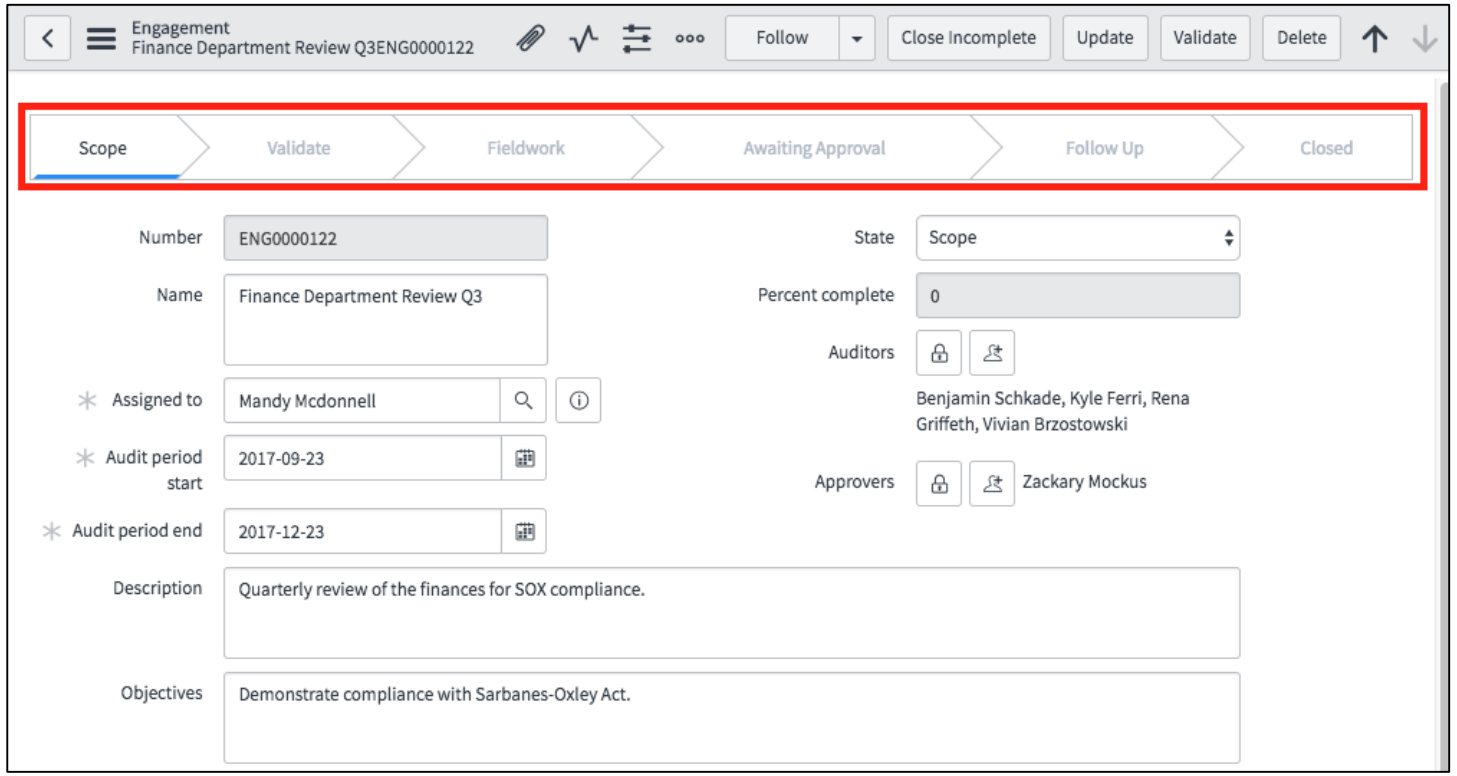


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Lab 2: Create an Audit Engagement

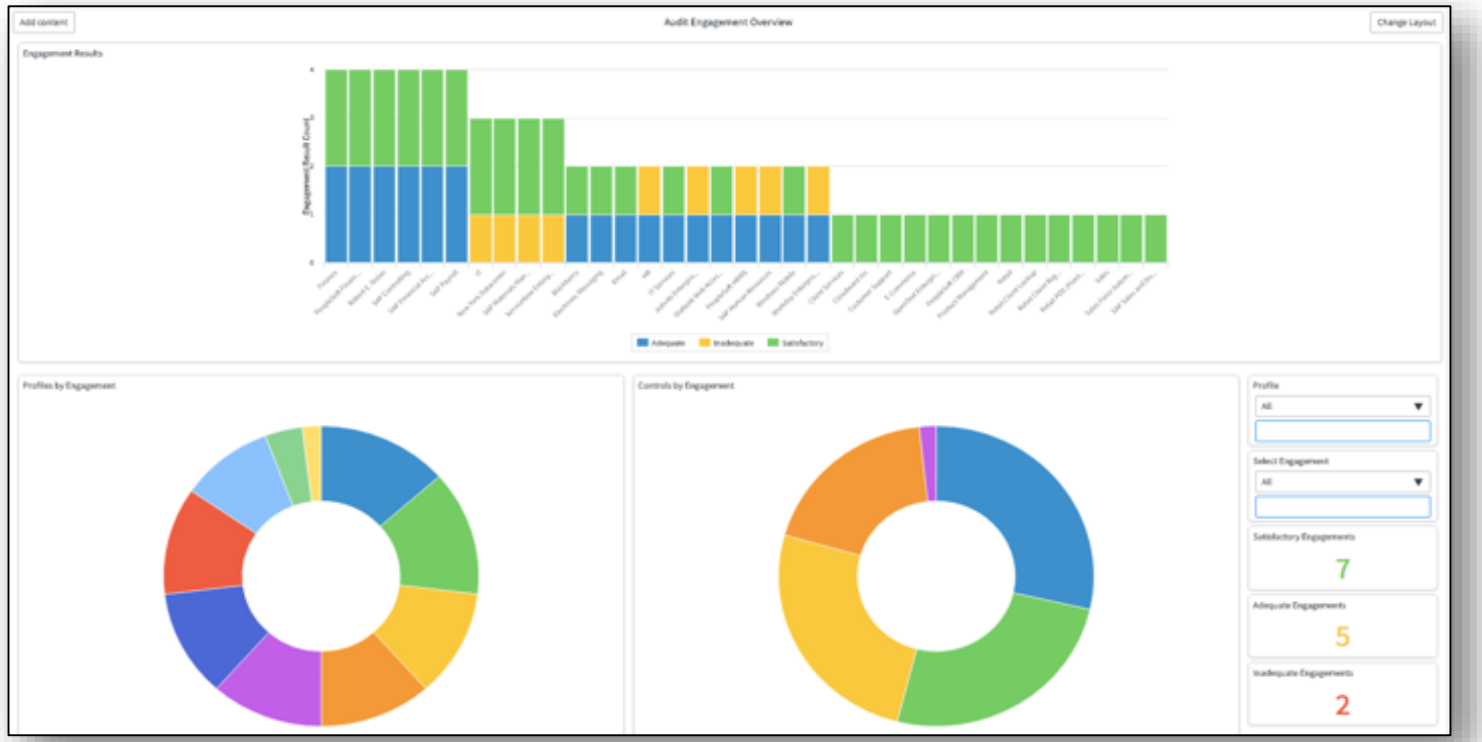
- The audit engagement process involves creating, planning, scoping, and conducting engagements as well as reporting on engagement findings
- States of Engagement Process:
  - Scope
  - Validate
  - Fieldwork
  - Awaiting Approval
  - Follow Up
  - Closed



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Lab 3: Execute an Audit Engagement

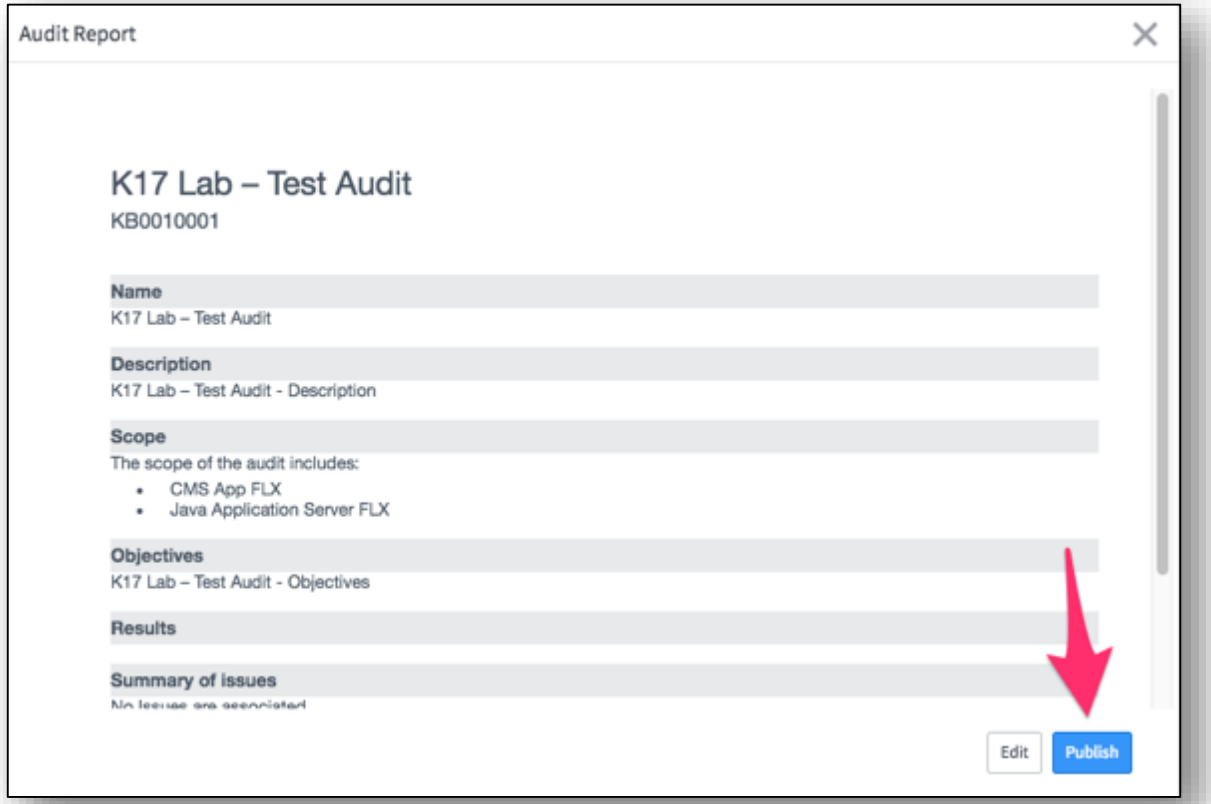
- Select & Complete Control Tests based on Test Plans
- Create and Work Audit Activities
- Effective vs. Ineffective Control tests
- Auto Generation of Issues



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Lab 4: Audit Reporting

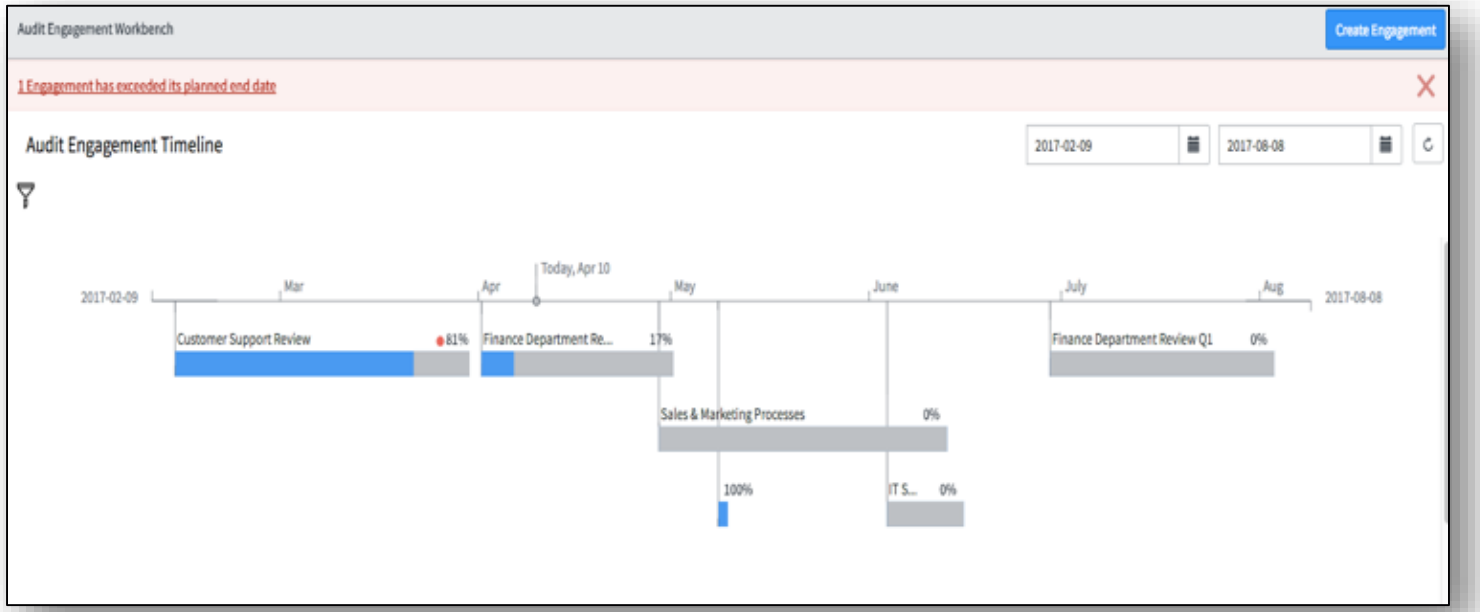
- Audit Reports can be generated once an Audit Engagement has been approved
- This process ensures a common report template is used and reports are properly distributed
- Create KB articles that summarizes the findings of an engagement so report findings can be communicated to executives



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Lab 5: Audit Management Overview

- The Engagement Overview is contained in the Audit Management application and provides an executive view into audit results, engagement breakdowns by task, and allows areas of concern to be identified quickly.
- The Engagement Overview module displays audit information that is tailored to the role of the user.
- The Engagement Workbench provides a timeline view from which you can select an audit engagement to view details or create a new engagement.



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Q & A

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